

THE CORPORATION OF  
THE CITY OF  
**PORT**  
COQUITLAM  
BRITISH COLUMBIA, CANADA

# LIVING OUR VISION



**ANNUAL REPORT 2011** For the fiscal year ended December 31, 2011

# Living Our Vision

As we developed our new Corporate Strategic Plan in 2010 and 2011, we reached out to the community as we created a new vision to lead our city into the future.

With the adoption of our Strategic Plan – Vision 2020 in 2011, we now have a roadmap that reflects our shared vision for Port Coquitlam and will help guide our community forward.

We've also been working on a number of targeted strategic planning exercises in recent years to address specific functions and services.

Community priorities help shape these targeted plans. As each one is adopted and implemented, our decisions and actions are reviewed and adjusted if necessary to ensure we are continuing to provide services that are relevant to the community's evolving needs.

See page 10 to read our new vision and mission, and pages 13 to 23 to see how we've already begun to live the vision set out in Vision 2020 and other strategic plans.

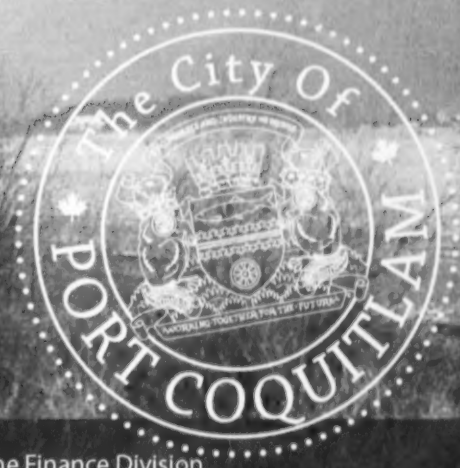


## A Year in Pictures

The City of Port Coquitlam would like to thank these and other photographers for the use of their images in the 2011 Annual Report: R. Assar, R. Beinder, J. Benjamin, M. Buenaventura, P. Clark, J. Dillabough, S. Enos, K. Hall, B. Lohnes, M. McNeice, R. Nery, M. Ness. Cover photo by Jon Benjamin.

# ANNUAL REPORT 2011

For the fiscal year ended December 31, 2011

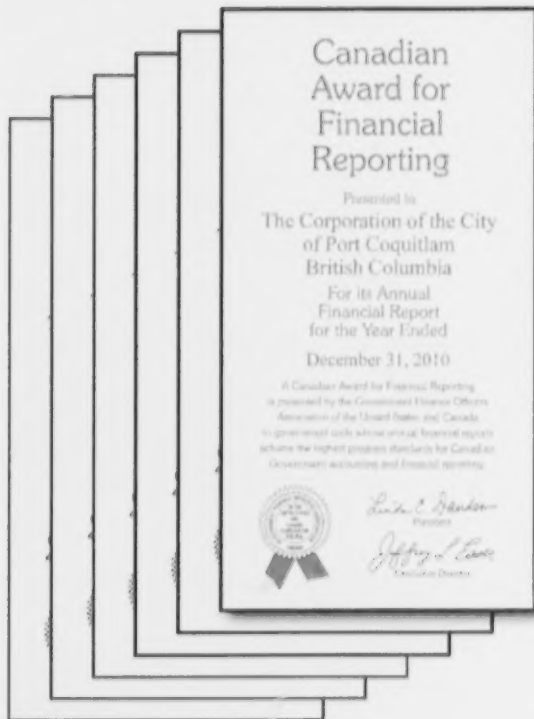


Prepared by the Communications Division in conjunction with the Finance Division





## Canadian Award for Financial Reporting



The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Canadian Award for Financial Reporting to the City of Port Coquitlam for its annual financial report for the fiscal year ended December 31, 2010. This is the City's sixth consecutive Canadian Award for Financial Reporting.

The Canadian Award for Financial Reporting program was established to encourage municipal governments throughout Canada to publish high quality financial reports and to provide peer recognition and technical guidance for officials preparing these reports.

In order to be awarded a Canadian Award for Financial Reporting, a government unit must publish an easily readable and efficiently organized annual financial report, whose contents conform to program standards.

Such reports should go beyond the minimum requirements of generally accepted accounting principles and demonstrate an effort to clearly communicate the municipal government's financial picture, enhance an understanding of financial reporting by municipal governments, and address user needs.

## Distinguished Budget Presentation Award

The City of Port Coquitlam received a Distinguished Budget Presentation Award from the Government Finance Officers Association for its 2011 budget. The award represents a significant achievement by the City and reflects its commitment to meeting the highest principles of government budgeting.

To receive this award, the City had to satisfy internationally recognized guidelines for effective budget presentation. These guidelines assess how well the City's budget serves as a policy document, a financial plan, an operations guide and a communication device. Budget documents must be proficient in all four categories to receive this award.

This is the 14th year the City has received this honour.

The Government Finance Officers of the United States and Canada is a non-profit professional association serving more than 17,400 finance professionals throughout North America. The GFOA's Distinguished Budget Presentation Award Program is the only national awards program in governmental budgeting.





# Table of Contents

5	Introductory Section
6	Message from the Mayor
7	Message from the Chief Administrative Officer
8	City of Port Coquitlam Organizational Chart
9	Port Coquitlam City Council
10	Community Profile, Vision and Mission
11	Giving Back
12	Economic Snapshot
13	Strategic Plan
24	Letter of Transmittal
27	<b>Department Overviews</b>
28	2011 Highlights
30	Office of the CAO / Legislative, HR & Communications
31	Corporate Services
32	Development Services
33	Engineering & Operations
34	Fire & Emergency Services
35	Parks & Recreation
36	Police Services
37	<b>Financial Section</b>
38	Auditors' Report to the Mayor and Council
39	Consolidated Statement of Financial Position
40	Consolidated Statement of Operations
41	Consolidated Statement of Cash Flows
42	Consolidated Statement of Change in Net Financial Assets
43	Notes to the Consolidated Financial Statements
55	<b>Statistical Section (unaudited)</b>
56	Average Home Municipal Property Taxation and Utility Levies
57	Assessed Values for General Municipal Purposes
57	Summary of Major Statutory Reserve Funds
58	Revenues by Source
58	Taxes, Major Levies and Other Government Collections
59	Expense by Function / Expense by Object
60	Capital Expenditures and Net Debt Per Capita
60	Surplus, Accumulated Surplus, Net Financial Assets and Debt
61	Capital Expenditures by Fund
61	Capital Expenditures by Source
62	Property Tax Levied and Collected
62	Building Permits and Total Tax Collection
63	Population Estimates
63	Estimated Household Costs of City Services
64	Revenue / Expenses
65	Principle Corporate Taxpayers
65	Permissive Property Tax Exemptions

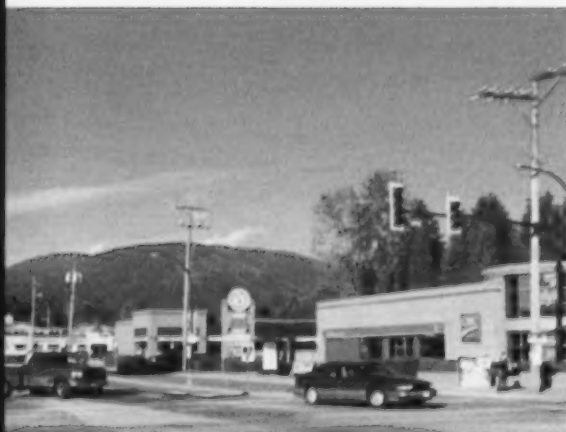


## Working Towards a Sustainable Future

As part of our ongoing commitment to sustainability, the City of Port Coquitlam has printed the 2011 Annual Report on Flambeau FRP paper, which is FSC certified and made from 100% post-consumer waste (PCW). The cover is printed on Productolith paper made from 30% PCW.

We also make the Annual Report available online in an easy-to-read format at [www.portcoquitlam.ca/annualreport](http://www.portcoquitlam.ca/annualreport).

# Looking Ahead



Long-term planning has been a key focus for the City of Port Coquitlam for a number of years.

Communities evolve over time, as does the world around us. Planning for the future ensures the City can continue to meet the changing needs of our community in a way that is accountable to taxpayers and reflective of the current economic and social climate.

Examples of this long-term approach are the growing number of new or updated strategic plans initiated by the City of Port Coquitlam.

The new Corporate Strategic Plan, which guides the City's direction and facilitates corporate decisions, is the foundation for other targeted strategic plans. In 2011, we also completed a Heritage Strategic Plan and an Environmental Strategic Plan (EnviroPlan).

As we implement these new strategic plans in 2012, we will continue to look ahead and add new plans to the list.

## Activities planned for 2012 include:

- Developing strategic plans addressing the areas of transportation, communications, and fire and emergency services,
- Initiating and promoting more active lifestyle programs and initiatives,
- Making improvements to various recreation facilities, including fields and tennis courts,
- Introducing a volunteer litter clean-up program for local trails,
- Updating the City's Official Community Plan to reflect Metro Vancouver's new Regional Growth Strategy,
- Launching a new Mayor's Task Force on Business Development Opportunities,
- Continuing to engage the community in diverting waste from the landfill,
- Amending the Bylaw Notice Enforcement System to improve how parking tickets are issued and heard,
- Continuing to introduce bear-proof garbage bins at parks, and
- Initiating a staffing plan to address retirements, vacancies and training.

# Introductory Section





## Message from the Mayor



On behalf of the City of Port Coquitlam, I am pleased to present our 2011 Annual Report. This year's report title, *Living Our Vision*, refers to the updated vision we adopted in 2011 with our new Corporate Strategic Plan (Vision 2020): that Port Coquitlam is a happy, vibrant and safe community with healthy engaged citizens and thriving businesses, supported by sustainable resources and services.

Some people may question why we've included the word "happy" in our vision – after all, happiness is not a direct responsibility of local government. Let's take a closer look at that word. What are some of the attributes of happy people? For one, we know that happy people tend to be healthier and tend to be more connected, both to other individuals and to their community. So by helping create a happier community, the City is helping create a more engaged community.

Happy, engaged citizens care about and take pride in where they live. Port Coquitlam has already made great strides in this area. Based on surveys in 2011, 40% of our residents volunteer in our community, while 50% of our businesses give back in some way. This is something we encourage and support. For example, the City has helped facilitate the Port Coquitlam Sports Alliance and the Port Coquitlam Spirit Committee, both of which bring together diverse individuals and groups for the greater good of our community.

Happy, engaged citizens also take a greater interest in their local government. They make use of the opportunities for input and feedback we provide to ensure our decisions reflect community needs and values.

As well, happy, engaged citizens are a key ingredient in a vibrant community. All of the elements that give Port Coquitlam its small-town feel are what help make it a vibrant place: our charming downtown, our active sports community, our volunteerism and community spirit, our lively arts and culture community.

Thriving businesses are also part of a vibrant community, and here, too, we have a supporting role to play. The Mayor's Task Force on Business Development Opportunities will report back in 2012 about how we can make it easier to do business in Port Coquitlam.

Ultimately, it is the last element of our vision – sustainable resources and services – that provides the foundation for everything we do. We're constantly evaluating our services and how we deliver them, and this allows us to be a leader in many areas, including waste management and community engagement. It also enables us to "live our vision" and create the vibrant, safe – and yes, happy – community we all want.

Greg Moore  
Mayor

# Message from the Chief Administrative Officer

In 2011, our City introduced a new Corporate Strategic Plan, a long-term planning document that will guide our decisions and actions in the years to come. It was our first Strategic Plan since 2002, and – not surprisingly – it shows how much our community and the world around us have changed over the past decade. We can be proud of what we've accomplished, but as we look to the future, we also need to ensure our priorities and expectations are realistic during this time of global economic uncertainty.

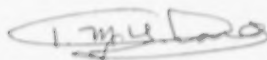
As much as we've evolved, our extensive public consultation also showed us that many of our community's intrinsic values and goals have remained the same. Our citizens still take great pride in calling Port Coquitlam their hometown, and they want to be involved in their community. They still place a high value on safety. They still want to have easy access to their homes as well as to local services and amenities. They value our natural surroundings and want to help protect our environment.

With the adoption of our new Strategic Plan mid-year, the City's staff and Council have already started to integrate Vision 2020 into our work. You can see how our new vision, outcomes and directions are driving our actions and activities in the Strategic Plan section, starting on page 13.

The accomplishments and initiatives you'll read about include:

- Receiving two best practices awards from the Union of BC Municipalities for our work in waste reduction and website outreach,
- Completing the reconstruction of Broadway Street and holding a successful business fair,
- Encouraging active development in the Fremont Village and Dominion Triangle growth area,
- Earning three industry engineering awards for the Coast Meridian Overpass,
- Completing upgrades to the exterior and interior of the Hyde Creek Recreation Centre,
- Opening a new dog off-leash area in our Downtown,
- Creating a new Lifetime Volunteer Award to honour long-serving volunteers,
- Earning recognition from the BC Municipal Safety Association for employee health and safety programs, which comes with a discount for our WorkSafeBC fees,
- Adopting an Environmental Strategic Plan (EnviroPlan), and
- Beginning an update of the Master Transportation Plan.

With the guidance of our Corporate Strategic Plan and the hard work of our excellent staff and committed Council, Port Coquitlam is in very good hands as it takes on the challenges of the future.



Tony Chong, P. Eng.  
Chief Administrative Officer



As much as we've evolved, many of our intrinsic values and goals have remained the same.

# Organizational Chart

**CITIZENS OF PORT COQUITLAM (RESIDENTS, PROPERTY OWNERS, BUSINESSES)**

**CITY COUNCIL**

## **OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER**



**Tony Chong, P.Eng**  
Chief Administrative Officer  
Director, Legislative, HR & Communications Department

**Legislative, HR & Communications Department**

*Divisions: Communications & Administrative Services,  
Corporate Office, Human Resources*

## **Corporate Services Department**



**Mindy Smith, CA-CIA, MBA**  
Director  
*Divisions: Finance, Information  
Services, Bylaw & Licensing*

## **Fire & Emergency Services Department**



**Nick Delmonico**  
Fire Chief/City Emergency Coordinator  
*Divisions: Protective Services, Facilities,  
Operations, Emergency Preparedness*

## **Development Services Department**



**Laura Lee Richard, MCIP**  
Director  
*Divisions: Building, Planning*

## **Parks & Recreation Department**



**Barry Becker**  
Director  
*Divisions: Recreation, Parks & Facilities,  
Parks Planning & Design*

## **Engineering & Operations Department**



**Andrew Wood, P.Eng**  
Director  
*Divisions: Environmental Management,  
Infrastructure Development,  
Operations, Projects, Transportation*

## **Policing (RCMP)**



**Claude Wilcott**  
Officer-in-Charge  
*Contracted service*

**MUNICIPAL AUDITORS**  
KPMG LLP

**BANKERS**  
Toronto Dominion Bank



# City Council



**Port Coquitlam City Council 2011-2014**

**Top row, from left: Cllr. Mike Forrest, Cllr. Dean Washington, Cllr. Michael Wright, Cllr. Glenn Pollock. Bottom row, from left: Cllr. Darrell Penner, Mayor Greg Moore, Cllr. Brad West**

Elected every three years by the citizens of Port Coquitlam, City Council is a legislative body that provides leadership to the City's government.

Port Coquitlam City Council is committed to ensuring the priorities of local citizens guide its policies and decisions on civic matters such as land use and budgets for operations and capital expenditures.

City Council is made up of the Mayor and six Councillors, all of whom are elected for three-year terms. The Mayor chairs the Council meetings and workshop sessions between Council meetings. He is also a member of all Council committees.

Issues requiring a Council decision generally appear first before one of the standing committees of Council. These are: the Community Safety Committee, Environmental Enhancement Committee, Healthy Community Committee, Finance and Intergovernmental Committee, Smart Growth Committee, Social Inclusion Committee, and Transportation Solutions & Operations Committee.

These committee meetings, along with Council's two regular meetings each month, are open to the public. Meeting agendas are available from City Hall or the City's website ([www.portcoquitlam.ca/council](http://www.portcoquitlam.ca/council)).



**City Council 2008-2011**

**Top row, from left: Cllr. Glenn Pollock, Cllr. Darrell Penner, Cllr. Brad West, Cllr. Mike Forrest. Bottom row, from left: Cllr. Michael Wright, Mayor Greg Moore, Cllr. Sherry Carroll**

# Community Profile

## **Vision:**

Port Coquitlam is a happy, vibrant, safe community with healthy, engaged residents and thriving businesses, supported by sustainable resources and services.

## **Mission:**

We strive to do it right by researching, planning, building and executing well-balanced solutions.

A vibrant community of more than 57,000 people, Port Coquitlam boasts a picturesque natural setting, a strategic location, progressive business opportunities, strong community spirit and a dedication to healthy living that offers an exceptional living and working environment for people of all ages and lifestyles.

Over the last several years, the City has been bustling with new commercial, institutional, industrial and residential developments, many of which are close to our historic and authentic downtown core or in new growth areas such as the Dominion Triangle. To meet the needs of our residents, the City has undertaken improvements to infrastructure, transportation and other services, including the Leigh Square Community Arts Village and the Coast Meridian Overpass.

Incorporated as a municipality in 1913, Port Coquitlam strives to be a complete community that balances social, environmental and economic values while fulfilling the priorities set by our citizens.

We believe our engaged and active citizens make our community a better place to live, work and play, and we provide and support a wide variety of opportunities for citizen involvement.

Port Coquitlam is centrally located within the Lower Mainland, with easy access to Vancouver via road, transit and commuter rail links.

This accessibility, combined with the availability of affordable industrial, commercial and residential properties and our continued focus on economic growth, has drawn a large number of progressive enterprises to the community.

Port Coquitlam is also a desirable and safe place to live and raise a family. Our residents have access to more than 271 hectares of parkland and an extensive system of outdoor trails perfect for cycling, hiking and leisurely walks.

A wide variety of housing choices, quality schools, health care facilities, shopping, recreation and arts facilities, and numerous places of worship round out this warm and caring community.



# Giving Back

Giving back is a way of life in Port Coquitlam, among the members of our community as well as our City employees.

## Community Volunteers

Many volunteers and organizations work hard to make our community a better place. Because of their efforts, Port Coquitlam is a safer, healthier and more complete community, with an abundance of PoCo Pride: that special combination of community spirit and pride that is unique to Port Coquitlam.

The City of Port Coquitlam provides opportunities for our citizens to volunteer in all aspects of civic life, from assisting with recreation programs to serving as citizen advisors to our City Council. Our website, [www.portcoquitlam.ca/volunteer](http://www.portcoquitlam.ca/volunteer), features volunteer opportunities and online registration.

Each April, in conjunction with National Volunteer Week, we honour and celebrate all volunteers in our community with our Volunteer Recognition Awards & Tribute and other recognition events. We strive to recognize these unsung heroes and their legacy, and encourage them to keep working hard to make our community better.

## City Volunteers

We're proud of the numerous charitable and volunteer endeavors undertaken by City of Port Coquitlam staff and Council members. Not a month goes by without some sort of office fundraiser supporting a good cause, and many staff and Council members also volunteer their spare time for worthwhile organizations.

Here are just a few examples of our volunteer efforts in 2011:

- The City's annual United Way campaign raised \$17,283 through casual days, book sales, bingo, 50/50 draws, basket raffles, and smokey and pizza days.
- Staff raised \$1,417 for the Terry Fox Foundation through casual days and raffles.
- Staff participation in Jeans Day and a raffle raised \$545 for the BC Children's Hospital Foundation.
- Port Coquitlam firefighters raised \$16,415 for a variety of causes in 2011 through efforts such as a boot drive, Christmas tree chipping, participation in the Wingrove Memorial Ball Tournament, and the annual Canada Day Salmon Barbecue. Funds raised included:
  - \$9,700 for Muscular Dystrophy Canada, and
  - \$6,715 for the BC Professional Fire Fighters Burn Fund.
- City staff raised \$1,067 and collected approximately 12,000 pounds of food for SHARE Family & Community Services.

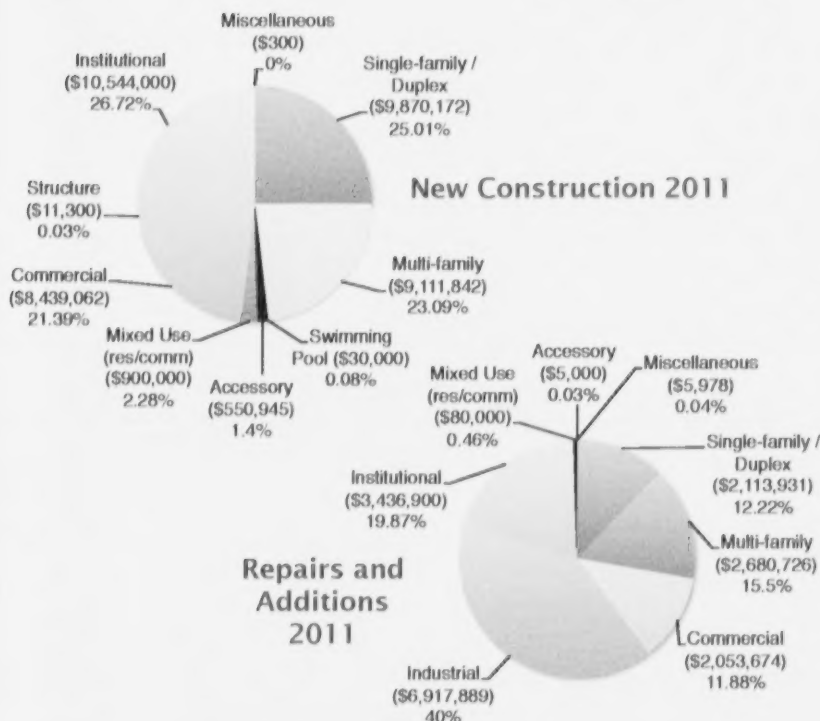




# Economic Snapshot

## Construction Value

YEAR	TOTAL \$ VALUE - NEW CONSTRUCTION	TOTAL \$ VALUE - REPAIRS AND ADDITIONS
2007	107,742,004	20,673,289
2008	45,825,226	8,186,742
2009	35,862,119	16,685,521
2010	72,934,972	11,452,931
2011	39,475,621	17,294,098



## Population and Dwellings\*

\* Source: Statistics Canada - 2006 and 2011 Census  
Note: Census population estimates are not consistent with municipal and regional estimates.

	PORT COQUITLAM	B.C.
Population in 2011	56,342	4,400,057
Population in 2006	52,687	4,113,487
2006 to 2011 population change (%)	6.9	7.0
Total private dwellings 2011	21,533	1,945,365
Total private dwellings 2006	19,689	1,788,474
Population density per sq. km 2011	1,931.3	4.8
Population density per sq. km 2006	1,826.4	4.4
Land area (square km)	29.17	922,509.29

## Age Distribution\*

\* Distribution based on published totals, both sexes.  
Source: Statistics Canada - 2006 Census. Note: Census 2011 data not available at time of publication.

AGES	PORT COQUITLAM		% DISTRIBUTION*	
	Male	Female	Port Coquitlam	B.C.
All	26,165	26,530	100%	100%
0-14	5,310	5,025	19.6	16.5
15-24	3,985	3,565	14.3	13.2
25-44	7,700	8,260	30.3	27.4
45-64	7,215	7,190	27.4	28.4
65+	1,955	2,490	8.4	14.5

## Business Licences

YEAR	LICENCES ISSUED
2007	2,447
2008	2,621
2009	2,629
2010	2,904
2011	3,117

Source: Bylaw & Licensing Division

## TOP FIVE SECTORS:

- Home-based
- General
- General contractor (out of town)
- Manufacturing
- Professional person

## Summary Statistics\*

	PORT COQUITLAM	B.C.
Population, 2006	52,687	3,907,738
<b>Total population 15 yrs &amp; up</b>	42,355	3,438,880
Never legally married (single)	13,545	1,102,395
Legally married (not separated)	22,460	1,730,480
Separated, still legally married	1,410	110,575
Divorced	3,200	285,860
Widowed	1,745	204,570
<b>Total private dwellings occupied</b>	18,700	1,643,150
Owned dwellings	14,900	1,145,050
Rented dwellings	3,805	493,995
<b>Total no. of census families</b>	14,960	1,161,420
Married-couple families	11,020	844,430
Common-law-couple families	1,565	141,825
One-parent families	2,370	175,160
<b>Total private households</b>	18,700	1,643,150
Containing a couple (married or common-law) with children	7,040	432,420
Containing a couple (married or common-law) without children	4,715	486,040
One-person households	3,760	460,580
Other household types	3,190	264,105
Average household size	2.8	2.5
<b>Mother tongue: English only</b>	36,675	2,875,770
Mother tongue: French only	490	54,740
Mother tongue: Other	14,945	1,137,945
<b>Non-immigrants</b>	36,880	2,904,240
Immigrants	14,750	1,119,215
Before 1991	7,060	605,680
1991 to 2000	5,645	335,695
2001 to 2006	2,045	177,840
Non-permanent residents	600	50,925
<b>At same address 1 year ago</b>	45,225	3,348,275
At same address 5 years ago	29,315	2,067,790
<b>Aboriginal identity population</b>	905	196,070
Non-Aboriginal identity pop.	51,325	3,878,310
<b>Median income</b>	\$28,403	\$24,867
Males	\$37,758	\$31,598
Females	\$21,407	\$19,997
Median income after tax	\$25,679	\$22,785
Incidence, low-income	15.4%	17.3%
<b>Labour force (15+ yrs.)</b>	30,380	2,226,380
Employed	28,905	2,092,770
Participation rate	72.6%	65.6%
Employment rate	69.1%	61.6%
Unemployment rate	4.9%	6%
<b>Education (15 yrs. &amp; over)</b>	41,850	3,394,910
No certificate, diploma, degree	7,260	675,345
High school graduate	12,715	946,645
Trades certificate	4,815	368,355
College diploma	8,210	565,900
Some university	2,295	184,395
University degree	6,555	654,265

\* Source: Statistics Canada - 2006 Census, 2011 Census data for Summary Statistics not available at time of publication. Please note: not all subsets are listed for each category.

## New Strategic Plan

In June 2011, the City of Port Coquitlam adopted a new Corporate Strategic Plan, dubbed Vision 2020, to guide the City's future decisions and actions.

Much had changed and much had been achieved in Port Coquitlam since the adoption of our first Strategic Plan in 2002. To remain focused and relevant, the City began to develop a new Strategic Plan in 2010.

The plan was built on a strong foundation of core municipal principles, sound industry concepts and practices, and extensive community consultation.

We reached out to the community in a variety of ways, including a statistically valid telephone survey of residents and businesses, an online survey and comment form, focus groups, stakeholder meetings and an open house. We also engaged City staff in a parallel process that included a Staff Liaison Team, survey and workshops.

Vision 2020 outlines the community's vision for the future and will guide the City's policy, operations and financial decisions through to 2020 as we work to achieve that vision.

### Outcomes

The five outcomes below will help us achieve our shared vision.

## VISION 2020 PORT COQUITLAM



Port Coquitlam is a happy, vibrant, safe community of healthy engaged residents and thriving businesses supported by sustainable resources and services.

## Outcome: Sustainable Future



The City will continue to grow in its population and employment in a direction consistent with regional projections for focused growth and enhanced measures to recognize and protect natural systems.

As the community's infrastructure ages, including roads and trails, utility networks, active and natural parks, and recreational, institutional and cultural facilities, and as our requirements for this infrastructure change, we will need adequate funding and resources for its maintenance and renewal.

Comprehensive and strategic planning is vital to ensuring the initiatives taken are appropriate, cost effective, and achievable for a sustainable future.

### Directions & Initiatives

1. Develop plans and take action for the sustainability of the City's finances, environment and social resources.
  - a. Develop strategies and implement initiatives to achieve sustainability.
  - b. Develop financial and operational policies that provide for current and future operations; renewal and replacement of infrastructure; population growth; and strategic new initiatives.
  - c. Consider affordability while improving the City's finances.
2. Create a sustainable community.
  - a. Achieve local and regional goals to create a complete community where residents and the workforce can live, work and play.
  - b. Update the Regional Context Statement of the Official Community Plan and implement appropriate policies and development regulations to achieve community and regional goals.
3. Leverage the City's relationship with local, regional, provincial and federal governments.
  - a. Advocate for a clear definition of roles and responsibilities at each level of government to achieve overall community benefits.
  - b. Meet environmental targets to decrease corporate and community greenhouse gas emissions, improve local air quality, reduce solid waste and lessen potable water consumption.
  - c. Maximize funding opportunities from senior levels of governments.
4. Develop a strong lobby for transit improvements.
  - a. Lobby for the extension of the Evergreen Line to Port Coquitlam and for enhanced transit connections from local neighbourhoods to the line.
  - b. Advocate for improved routes and schedules for existing transit connections.



## Directions

## 2011 Performance Measures

Develop plans and take action for the sustainability of City finances, environment and social resources.

- Adopted a new Corporate Strategic Plan to guide City decisions until 2020.
- Adopted an Environmental Strategic Plan and implementation plan.
- Earned recognition for meeting high standards for budgeting and financial reporting with awards from the Government Finance Officers Association.
- Maintained a zero increase for the garbage levy for the third year by providing opportunities for waste diversion to the community.
- Set aside 1% of annual property taxes and utility fees for future funding of infrastructure projects.

Create a sustainable community.

- Provided input to Metro Vancouver for the new Regional Growth Strategy.
- Held public hearings to provide for the innovative subdivision of lands in the Dominion Triangle area for industrial purposes as well as 650 residential units.
- Updated policies to confirm fast-tracking of "green" buildings, social housing and City projects.
- Explored year-round sprinkling restrictions to promote conservation and minimize the Metro Vancouver premium surcharge.

Leverage the City's relationship with local, regional, provincial and federal governments.

- Worked with other Metro Vancouver municipalities to increase voter turnout for the 2011 civic election.

Develop a strong lobby for transit improvements.

- Participated in the successful lobby for the Evergreen Line rapid transit extension to the region.

## Goals for 2012 &amp; 2013

- Implement the new Corporate Strategic Plan and priority projects in the Environmental Strategic Plan.
- Continue to lobby for a stop in Port Coquitlam along the Evergreen Line rapid transit extension.
- Take steps to improve communications with provincial and federal elected officials to ensure they are aware of City issues.
- Complete a Maple Creek Integrated Watershed Management Plan with the Maple Creek Streamkeepers and City of Coquitlam.
- Draft a Regional Context Statement and Housing Strategy to comply with Metro Vancouver's new Regional Growth Strategy.
- Amend City regulations for adaptable housing.
- Study the feasibility of expanding waste collection to multi-family sites that cannot be serviced by existing collection vehicles.
- Install a flow-monitoring station to measure water purchased from Metro Vancouver.



## Outcome: Sense of Community



A safe, engaged community with a welcoming, distinctive character encourages residents and businesses to stay and attracts new development.

The residents contribute through their volunteerism, leadership and individual health; businesses through their support of community plans and directions; and developers through their projects that achieve livability. The City's culture, heritage and celebrations strengthen its energy, creativity, sense of identity, and pride as a community.

### Directions & Initiatives

1. Support and plan for a connected, happy community.
  - a. Promote initiatives that build community spirit.
  - b. Promote the use of a community development model to build community capacity.
  - c. Recognize the importance of the Downtown, community sports and cultural facilities in defining the community's identity.
  - d. Recognize and value artistic, cultural and heritage experiences as an integral part of community life.
  - e. Revisit the Master Transportation Plan; Official Community Plan; and the Parks, Recreation and Cultural Master Plan and associated funding decisions to promote enhanced connectivity for pedestrians, cyclists and transit users.
2. Build community capacity by sustaining and strengthening volunteer involvement.
  - a. Support volunteer involvement to grow and enhance programs and services.
  - b. Develop community capacity building through training, facilitation, and empowerment of volunteers.
  - c. Maintain and build connections and partnerships with outside organizations including the health sector, school district, social services agencies, First Nations and the corporate sector.
3. Promote an active, healthy community and appropriate models that benefit an individual's healthy living.
  - a. Provide safe places and spaces that are conducive to active lifestyles.
  - b. Maintain and enhance valued programs, services and facilities based on demographics and changes in demand, industry and technology.
4. Plan to meet varied needs and encourage inclusiveness.
  - a. Set housing policies and regulations which address housing demands within the context of a diverse and affordable housing strategy.
  - b. Work towards ensuring inclusiveness and accessibility of all to City services and facilities and accessibility in private facilities.
  - c. Foster programs for new residents and immigrants.



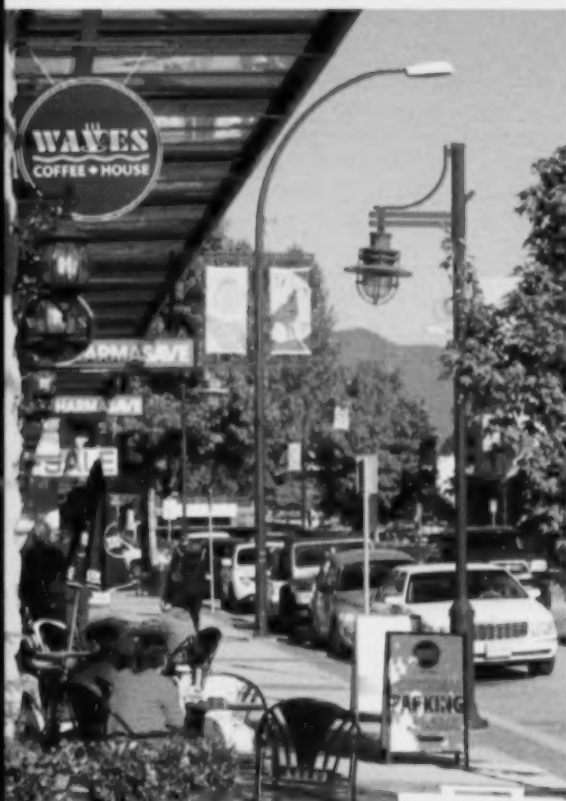
Directions	2011 Performance Measures
Support and plan for a connected, happy community.	<ul style="list-style-type: none"> <li>• Held a Spirit Week festival to enhance civic pride and build on the legacy of the 2010 Olympics.</li> <li>• Replaced a number of trees on Shaughnessy Street to reduce tripping hazards and keep the Downtown area the charming, pedestrian-friendly heart of the community.</li> <li>• Adopted a Heritage Register, with City Hall and the Rowland Lacrosse Box as the first listings.</li> </ul>
Build community capacity by sustaining and strengthening volunteer involvement.	<ul style="list-style-type: none"> <li>• Added a new Lifetime Volunteer category to the annual Port Coquitlam Volunteer Recognition Awards.</li> <li>• Helped improve quality of life for local residents by facilitating the formation of the Port Coquitlam Community Foundation.</li> </ul>
Promote an active, healthy community and appropriate models that benefit an individual's healthy living.	<ul style="list-style-type: none"> <li>• Completed upgrades to the Hyde Creek Recreation Centre.</li> <li>• Launched the Up the Creek 10K run to provide a local alternative to the Vancouver Sun Run.</li> <li>• Completed and began implementation of a Downtown Pedestrian Circulation Study.</li> </ul>
Plan to meet varied needs and encourage inclusiveness.	<ul style="list-style-type: none"> <li>• Added text translated into several languages to various communications materials, to address language barriers among some of the City's residents.</li> <li>• Trained a new class of RCMP Victim Services Unit volunteer to engage clients from diverse ethnic, cultural and linguistic backgrounds.</li> <li>• Completed numerous accessibility and mobility enhancement projects to improve access and inclusiveness at recreation facilities.</li> </ul>

### Goals for 2012 & 2013

- Provide opportunities for residents to adopt a healthy lifestyle, including promoting awareness of the risks associated with obesity, enhancing after-school activity programs, and exploring partnership opportunities to deliver new initiatives.
- Complete facility improvements such as upgrading ball fields, installing new artificial turf at Gates Park, and making repairs to tennis courts at several locations.
- Introduce a volunteer litter clean-up program along local trails.
- Explore a framework and delivery approach to engaging neighbourhoods to build community capacity and leadership.
- Expand the Port Coquitlam cemetery to meet future demand.
- Review feasibility of establishing an annual Arbour Day event.



## Outcome: Economic Strength



Local governments contribute to business retention and attraction by considering the impact on businesses when making decisions, developing plans and providing services.

By recognizing the importance of supporting the local economy, benefits are realized by our residents and businesses.

Business success and economic strength depend on many factors, including market conditions, which are beyond the mandate of local governments.

### Directions & Initiatives

1. Sustain employment by ensuring decisions are made to create, retain and enhance business.
  - a. Acknowledge unique commercial and industrial character areas through supportive planning policies and regulations.
  - b. Clearly define approval processes, streamline regulations and harmonize with other jurisdictions where possible.
  - c. Work with business associations and service groups in providing special events to promote the City as a place for business development.
  - d. Consider employment generation in land-use decisions.
  - e. Facilitate innovative employment options by providing for home-based business supports and mixed-use developments.
2. Facilitate goods movement within and through the City.
  - a. Provide for access and efficient movement of goods utilizing rail, river and road systems.
  - b. Minimize the impact of goods movement on the amenity of residential and recreational areas.
3. Promote customer accessibility in business areas.
  - a. Direct new business growth to the commercial and industrial areas defined by the Official Community Plan.
  - b. Ensure business areas are accessible by transit and work with TransLink to enhance transit services to these areas.
  - c. Create a pedestrian-friendly streetscape design within commercial business areas and pedestrian connections to these areas.
  - d. Integrate provision for vehicles, transit, pedestrians, and cyclists with land-use planning.
  - e. Ensure public parking areas are accessible and safe, meet community needs, and are designed within a context of sustainability goals.
4. Promote the retention and viability of the lands in the Agricultural Land Reserve (ALR).
  - a. Consider the impact of transportation decisions, including the Fremont Connector alignment, on agricultural lands through a comprehensive evaluation process.
  - b. Identify opportunities to support the agricultural community by initiating an agricultural strategy.



Directions	2011 Performance Measures
Sustain employment by ensuring decisions are made to create, retain and enhance business.	<ul style="list-style-type: none"> <li>Continued to facilitate development of the Fremont Village residential and commercial project within the Dominion Triangle growth area.</li> </ul>
Facilitate goods movement within and through the City.	<ul style="list-style-type: none"> <li>Completed the reconstruction of Broadway Street, a key transportation link for commuters, businesses and emergency responders.</li> <li>Began update of the Master Transportation Plan.</li> <li>Received three industry awards for the Coast Meridian Overpass project, an important new transportation project connecting the north and south sides of the community.</li> </ul>
Promote customer accessibility in business areas.	<ul style="list-style-type: none"> <li>Held a successful business fair for Broadway Street businesses to invite the community back to the area following a lengthy road reconstruction project.</li> <li>Began review of parking requirements to ensure compatibility between regulatory requirements and demand, allow for shared parking circumstances and expand areas for cash-in-lieu of parking.</li> </ul>
Promote the retention and livability of the lands in the Agricultural Land Reserve.	<ul style="list-style-type: none"> <li>Evaluated the impact of the Fremont Connector on agricultural lands prior to facilitating construction of a section through the Dominion Triangle growth area.</li> </ul>

### Goals for 2012 & 2013

- Complete the update of the Master Transportation Plan.
- Launch a Mayor's Task Force on Business Development Opportunities to look for more ways to promote economic growth in the community.
- Continue the annual road rehabilitation program on municipal roadways, including pavement resurfacing and drainage improvements.
- Rehabilitate deteriorating water mains to sustainably deliver water to customers.



## Outcome: Community Well-being



A safe community with well managed utility services and valued parks and open spaces contributes to the community's quality of life.

Residents take pride in their clean, safe surroundings and assist in improving their neighbourhoods. Integration of safety and the natural environment achieves community well-being.

### Directions & Initiatives

1. Protect residents, businesses and property.
  - a. In Fire Services, take a preventive approach to reducing loss of life and property.
  - b. Develop and apply policing strategies that address community safety, public confidence and perception of crime.
  - c. Adopt and provide for bylaws and policies that set appropriate standards for community safety, abatement of nuisance, retention of property values, and protection of property.
  - d. Take an integrated approach to community safety within and external to the City.
2. Provide City utility services to sustain the community's quality of life.
  - a. Participate in setting Metro Vancouver's direction on solid waste, liquid waste and water supply to meet City objectives.
  - b. Provide resources to meet targets once set by Metro Vancouver for integrated solid waste and liquid waste management and implement plans for these services as feasible.
  - c. Proactively maintain and manage the dike systems.
3. Value parks and natural areas.
  - a. Protect the natural qualities of waterfront lands, riparian areas and wildlife habitats.
  - b. Ensure outdoor recreational spaces meet local needs, are easily accessible, and are within close proximity to residential developments and business areas.
  - c. Provide for well maintained, convenient and inter-connected pathways directly linking recreational amenities to homes and businesses.
  - d. Increase parks and natural areas, including waterfront access, through integrated planning, development and acquisition decisions.
  - e. Enhance parks use through commercial partnerships.



Directions	2011 Performance Measures
Protect residents, businesses and property.	<ul style="list-style-type: none"> <li>• Reduced fire potential related to marijuana grow operations through continued application of the Public Safety Inspection program.</li> <li>• Reduced activity in all crime reduction signal crimes (robbery, break and enter, identity theft, theft of vehicle) from 2010.</li> <li>• Developed an Environmental Spill Response Plan to address the cleanup of both hazardous and non-hazardous spills.</li> <li>• Secured a live fire training facility for in-house training in all aspects of emergency response.</li> <li>• Provided swift-water rescue training to all firefighters.</li> <li>• Installed the RCMP records system at the Community Policing Station to allow officers to work more closely with staff, volunteers and the public.</li> </ul>
Provide City utility services to sustain the community's quality of life.	<ul style="list-style-type: none"> <li>• Received a first-place award in the Union of BC Municipalities' Community Excellence Awards for the City's Waste-Reduction Strategy.</li> <li>• Introduced three-bin waste-sorting stations at community events, in civic facilities and in the Downtown area.</li> <li>• Expanded blue and green cart services to all schools and was the first city in Metro Vancouver to offer green cart pickup to all multi-family buildings.</li> <li>• Continued to upgrade the City's sanitary lift stations to ensure reliable operation, improve energy efficiency and reduce costs.</li> <li>• Continued to upgrade aging water mains to prevent potential property damage.</li> </ul>
Value parks and natural areas.	<ul style="list-style-type: none"> <li>• Opened the City's second dog park near the Downtown to reduce off-leash activity in other civic parks and trails.</li> <li>• Completed a number of park, sportfield and trail upgrades, including a new soccer field at Evergreen Park and design work on a washroom facility.</li> </ul>

### Goals for 2012 & 2013

- Develop a Fire Strategic Plan to provide long-term direction for fire and emergency services.
- Implement a Bylaw Notice Enforcement System that improves how parking tickets are issued and heard.
- Continue installation of bear-proof garbage bins in local parks.
- Complete the Pitt River Intertidal Habitat.
- Develop and implement training goals, guidelines and procedures for the new live fire training facility, in accordance with WorkSafeBC and National Fire Protection Association standards.
- Develop and implement emergency-response protocols and operational guidelines for high-rise and big-box structures.
- Develop a calibrated computer model of the City's sewer system to ensure sufficient capacity for future land development.



## Outcome: Strategic Service Delivery



The City delivers the municipal services essential to maintaining our quality of life.

Because fluctuations in service delivery may adversely impact the community, the environment and the economy, strength in leadership and operational expertise are vital to ensuring services are maintained without compromise. Furthermore, it is necessary to ensure costs to deliver services remain affordable to the community.

### Operational Values

These Operational Values define how City Council and staff interact with each other, the community, stakeholders, partners and other levels of government.

- Leadership – to inspire progressive and creative solutions in an empowered, team environment.
- Stewardship – to take a long-term perspective in managing resources.
- Work Environment – to promote an equitable work environment, recognize achievement and encourage collaborative working relationships.
- Customer Service – to be helpful and apply fair solutions.

### Directions & Initiatives

1. Continue to strengthen public confidence and trust in municipal service delivery.
  - a. Improve service delivery by adapting to changing demographics and utilizing technology and industry best practices.
  - b. Govern with transparency.
2. Support a strong team environment inclusive of the public, City staff, and elected officials.
  - a. Embrace and implement the Operational Values.
  - b. Plan for future risks and gaps to ensure service continuity.
  - c. Develop team expertise in a progressive manner ensuring industry knowledge and technical expertise is kept up-to-date to best deliver City services.
  - d. Celebrate milestones, successes and recognize employee contributions.
3. Maintain a healthy work environment.
  - a. Promote workplace harmony through supportive leadership, fair policies and procedures.
  - b. Create policies and programs that ensure healthy, productive employees.
    - Develop employee wellness initiatives that add benefit to the work environment.





## Directions

## 2011 Performance Measures

Continue to strengthen public confidence and trust in municipal service delivery.

- Received an honourable mention in the Union of BC Municipalities' Community Excellence Awards for use of the corporate website to engage and communicate with citizens.
- Expanded online outreach by launching a new arts and culture website.
- Integrated public consultation into a number of City activities, including development of the new Corporate Strategic Plan, financial planning and land-use planning.
- Introduced paperless Council meetings, using iPads rather than paper agendas to save on paper, ink and labour costs while providing efficient access to information.

Support a strong team environment inclusive of the public, City staff, and elected officials.

- Conducted a workshop for prospective candidates in the November 2011 municipal election to assist them in making an informed decision about running for office.
- Conducted a wide range of training and skills development for staff in a variety of departments.

Maintain a healthy work environment.

- Received a Certificate of Recognition from the BC Municipal Safety Association that recognizes the City's employee health and safety programs and brings a savings of \$150,000 in WorkSafeBC fees every three years.

## Goals for 2012 &amp; 2013

- Complete contract negotiations with firefighters, the RCMP and City staff with outcomes that are consistent with comparable settlements.
- Develop a staffing plan to help address retirements and vacancies, and ensure staff have the skills and knowledge to do their jobs.
- Develop a Corporate Strategic Communications Plan to help the City reach out to the community more effectively and be more accountable and transparent.
- Broaden accessibility of employees to human resources information by expanding the Health Services and Wellness desktop link.
- Update the City website and content management strategy.
- Further develop and maintain the mobile website to make civic information accessible through mobile devices.
- Promote staff training to expand capacity to respond to shifting demands for service, keep current with changing technology and meet customer service requirements.
- Leverage the City website and social media sites to enhance public education initiatives.



# Letter of Transmittal



7580 Shaughnessy Street, Port Coquitlam BC, Canada, V3C 2A8  
Tel 604.977.5713 • Fax 604.977.5402  
corporate@portcoquitlam.ca



## LETTER OF TRANSMITTAL

May 7, 2012

Mayor and Council  
City of Port Coquitlam

The year 2011 was the year to envision the future as many sustainable concerns increased in importance, globally, nationally and locally. The environment, government service continuity, financial sustainability and our social fabric became relevant in planning for the future. After just completing the City's largest transportation project in our history and addressing the public safety issues raised in the 2002 Corporate Strategic Plan (CSP), the City embarked on a new CSP to guide decisions into the next decade.

The new 2020 Vision Corporate Strategic Plan is built on a foundation of core municipal service delivery principles and concepts, layered with industry best practices and tailored to the community served. It is a strategic document approved by Council, supported by the community, staff and stakeholders following extensive research, consultation and plan development.

The finances of the City take direction from the Corporate Strategic Plan and remain consistent with prior years, while reserve levels improve to support sustainable service delivery.

It is my pleasure to present to you the City's Financial Statements and Annual Report for the fiscal year ending December 31, 2011. The purpose of this report is to publish the City's audited Financial Statements pursuant to Section 167 of the Community Charter.

Preparation and presentation of the Financial Statements (Statements) and related information in the 2011 Annual Report is the responsibility of the City. The Statements were prepared in accordance with generally accepted accounting principles as recommended by the Public Sector Accounting Board (PSAB) of the Institute of Chartered Accountants.

The City maintains a system of internal controls designed to safeguard assets of the corporation and to provide reliable financial information. Expenditures and revenues are analyzed daily by departments and finance staff and quarterly through variance reports.

City Council ensures management fulfills its responsibilities for financial reporting, budgeting, and internal controls and exercises its responsibility through approval of bylaws and policies at Council; a review of variance reports and financial statements at the Finance and Intergovernmental (FIG) Committee meetings and discussions with the City's auditors in a Closed FIG Committee meeting.

[www.portcoquitlam.ca](http://www.portcoquitlam.ca)

# Letter of Transmittal

The audit firm of KPMG LLP, appointed by Council, has expressed their opinion that the Statements prepared by management fairly present the financial position of the City and the results of 2011 operations in accordance with PSAB.

## **MUNICIPAL OVERVIEW**

The City provides a complete range of municipal services to residents and local businesses. Services include police, fire, water, sewer, transportation, planning, recreation and other programs benefitting the community.

Where possible, services are cost-shared with other municipalities for cost-effective service delivery, including emergency communications, fire dispatch, and police services.

The City is dependent on the Greater Vancouver Water District for the supply of water, the Greater Vancouver Regional District for the disposal of sewage and Metro Vancouver for the co-ordination of common services with other municipalities.

## **FINANCIAL OVERVIEW**

In 2011 the City completed construction of three new infrastructure projects supported by senior government funding. The first was an environmental compensation project, the second a transportation expansion, and the third a facility upgrade.

Capital projects for infrastructure renewal, maintenance, replacement and additions rounded out the capital expenditure program for the year. These expenses were capitalized to comply with PSAB recommendations.

Reporting capital revenue contributions on the Statement of Operations with the corresponding capital expenses now on the Statement of Financial Position, we show a large annual surplus in the year. The components of the surplus include funds expended on capital assets; internal debt repayment; reserve transfers; amortization and gain (loss) on asset disposal. Amortization and gain (loss) on asset disposal are non-cash items and affect non-cash equity. Reserve transfers and internal debt repayments are the use of funds to pay for past or future commitments. The residual balance is the cash surplus (deficit) for the year.

The City has taken a long-term approach to its finances for a sustainable future. This approach requires setting sufficient funds aside for replacement of assets consumed in the year as well as addressing the gap created from underfunding in prior years. As with many cities in the world, minimal funds have been set aside in the past for the eventual replacement of our assets as they reach the end of their useful lives. The approach taken by the City will take time to implement and will build City reserves to address upcoming funding pressures for infrastructure in the next few decades.

# Letter of Transmittal

Positive steps have been taken to address these future challenges. As shown on the Statement of Accumulated Surplus, funds are slowly collecting in long term reserves to address the infrastructure gap.

Annual operations have remained constant in the year. Fire and emergency services, police protection, water supply, sewer discharge, development, recreation, parks, culture and other primary and support services were delivered to the residents and businesses in the City consistent with prior years, with minor adjustments for a change in demand and market conditions.

Following a global economic downturn that began in 2008, the economy in 2011 is showing signs of recovery. There is cautious optimism as development revenues have improved. Interest rates remain low, affecting allocation of City investments. Capital costs for large capital projects have affected reserve balances, deferred development cost charges and have added debt to the City's finances. The City is now in the process of rebuilding its finances.

## CONCLUSION

City services provide the community with a quality of life that includes safety and protection, supply of essential services, a sense of community and economic well-being. A long-term approach to the city's finances will ensure these services will be available to the community in the years to come. The City's new Corporate Strategic Plan supports sustainability and effective service delivery.

In addition, following PSAB recommendations to quantify the long-term financial needs of the City and taking steps to fund these needs in the City's reserves has been an important step for the City in its goal to reach sustainability of City finances.

Balancing affordability for the community today and tomorrow will continue to be our financial challenge. The annual financial statements will monitor our progress.

Respectfully,



---

Mindy Smith, CA-CIA, MBA  
Director of Corporate Services



## Department Overviews



# 2011 Highlights



## January

- Firefighters raised \$2,487 for the BC Professional Fire Fighters Burn Fund at an annual Christmas tree chipping event.
- Residents across the community participated in ShakeOut BC, the largest earthquake drill in Canadian history.



## February

- Port Coquitlam painted the town red from February 12 to 19 during Spirit Week, which reignited the community spirit felt during the 2010 Olympic Games.
- Council endorsed EnviroPlan, the City's new Environmental Strategic Plan that ensures the environment is considered and protected as Port Coquitlam continues to grow.
- Port Coquitlam became the first city in Metro Vancouver to offer curbside collection of food scraps and food-soiled papers to multi-family complexes.

## March

- Residents, businesses and the City turned off non-essential lights and power sources during Earth Hour, a global climate-change initiative. Port Coquitlam saw a 3% reduction in power use, the largest in the Tri-Cities and more than double that of 2010.
- The Coast Meridian Overpass received an Award of Merit from the Consulting Engineers of British Columbia's annual awards.

## April

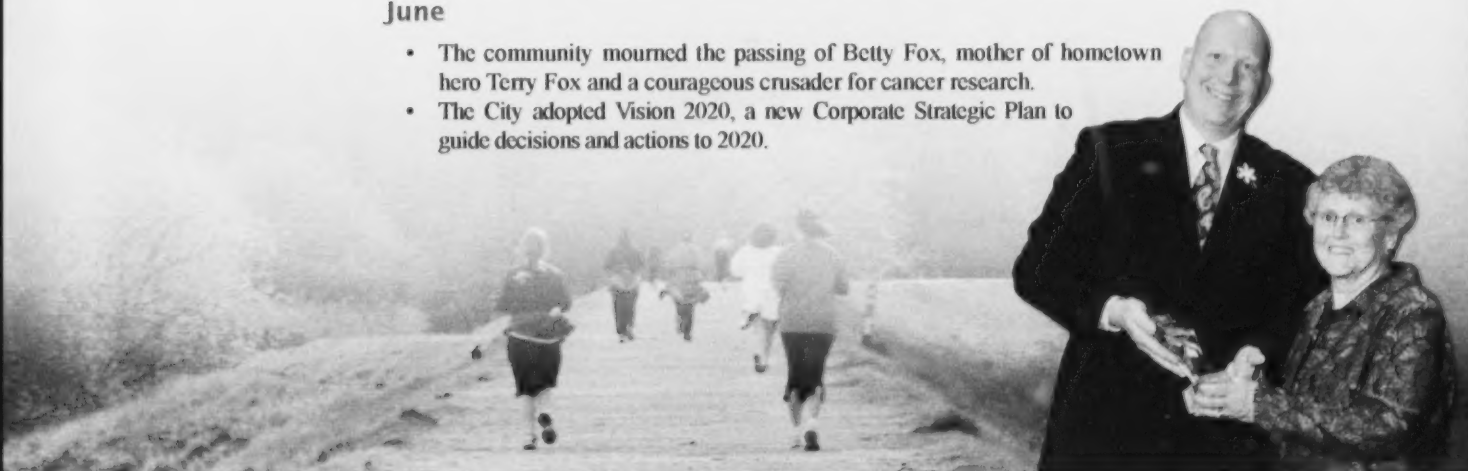
- The City unveiled its first Lifetime Achievement Award at the annual Volunteer Recognition Awards & Tribute. Kay Swalwell was honoured for her dedication to the New View Society.
- 110 local homes took part in for the City's third annual City-wide Garage Sale, which encourages residents to dispose of unwanted items in an earth-friendly way.
- The new Up the Creek 10K run offered a local alternative to the Vancouver Sun Run.

## May

- Port Coquitlam hosted its 88th annual May Day Festival, including a week of activities such as the Rotary May Day Parade, Mother's Day picnic, heritage walks and more.
- Staff and youth volunteers organized Youth Week events including a Skateboard Jam, ball hockey tournament with the RCMP, a carnival, and a dinner and ping pong night with seniors.
- Speed reader boards were installed at high-collision locations on Coast Meridian Road and Lougheed Highway through a partnership between the City and ICBC.

## June

- The community mourned the passing of Betty Fox, mother of hometown hero Terry Fox and a courageous crusader for cancer research.
- The City adopted Vision 2020, a new Corporate Strategic Plan to guide decisions and actions to 2020.



## July

- Port Coquitlam celebrated Canada Day with a day-long party including a fishing derby, entertainment, displays and fireworks.
- Local green thumbs were highlighted during the annual Pride of PoCo Garden Awards, which recognizes those who beautify the community with plants, flowers and landscaping.
- Cycling enthusiasts converged on Lions Park for the Summer Bike Festival, which included displays, bike decorating, and the Tour de Lions Park.
- The opening of the Walmart Supercentre in the new Fremont Village Shopping Centre marked the beginning of active development in the Dominion Triangle area.

## August

- A wide range of unique, vintage and custom vehicles lined the streets for the annual Downtown Car Show, hosted by the Port Coquitlam Business Improvement Association.

## September

- The City launched its Waste-Loss Challenge, encouraging residents to "watch their waste-line."
- The community was invited to rediscover Broadway Street at a public event and business fair celebrating the reconstruction and widening of this important local and regional connector.
- The City was honoured at the Union of BC Municipalities' Community Excellence Awards with a first-place award for its waste-reduction efforts and an honourable mention for its website.
- Hundreds of residents attended community events such as the Terry Fox Hometown Run, Culture Days and the Rivers and Trails Festival.

## October

- An open house and online survey launched the public consultation process for the update of Port Coquitlam's Master Transportation Plan.

## November

- The Coast Meridian Overpass earned its second industry award of the year, an Award of Excellence from the Canadian Consulting Engineers Association.
- Civic voters elected a new City Council for Port Coquitlam.
- Residents celebrated the return of the salmon at the Hyde Creek Salmon Festival, and kicked off the holiday season at Christmas in Leigh Square at the end of the month.

## December

- The Coast Meridian Overpass' third industry award of the year came from the California branch of the American Council of Engineering Companies.
- The City's employee health and safety programs earned a Certificate of Recognition from the BC Municipal Safety Association and a 15% discount on WorkSafeBC fees.
- The City opened its second dog off-leash area close to the Downtown area, a short walk from Gates Park and Lions Park.





# Legislative, Human Resources & Communications

## *And Office of the Chief Administrative Officer*



### 2011 Highlights

- Facilitated the formation of the Port Coquitlam Community Foundation.
- Attained 85% media pickup of news releases and public service advisories.
- Earned an honourable mention in the Union of BC Municipalities' best practices awards for the corporate website.
- Obtained a Certificate of Recognition for employee health and safety programs, securing a WorkSafeBC premium discount.
- Supported Council participation in 165 civic and community events.
- Implemented paperless Council meetings.
- Administered 2011 civic election.

### Stats & Facts

- Website visits: 514,000
- Website page views: 1.18 million
- New Facebook fans: 600
- Total Facebook fans: 3,200
- Media release pickup rate: 85%
- Number of media releases: 60
- Freedom of Information requests: 54
- Council events supported: 165
- Council/committee meetings supported: 100
- Bylaws processed: 40
- External staff hires: 42
- Job candidates interviewed: 126

The Chief Administrative Officer executes policies and decisions of Council and directs and coordinates the activities of all City departments. The duties of the CAO also include conducting long-range and corporate planning for the organization and overseeing the development and proper expenditure of the City's operating and capital budgets.

The CAO also directs the Legislative, Human Resources & Communications Department, which serves as the community's link to City Council, manages communications, provides administrative support to City Council members, and manages a variety of corporate administration responsibilities.

The department includes the following divisions.

### Communications & Administrative Services

- Responsible for all internal and external City communications.
- Informs the public of City news, initiatives, programs and opportunities for input via the media, various printed and online mechanisms, and displays and kiosks at civic facilities and community events.
- Provides marketing and communications support to the City's departments and divisions.
- Manages reception services at City Hall.
- Provides administrative support to the Office of the Mayor and City Councillors to assist them in carrying out their duties.

### Corporate Office

- Supports and manages the Council meeting process.
- Manages and maintains City bylaws.
- Maintains and protects corporate records.
- Considers and facilitates access to corporate information and deals with related privacy issues.
- Manages the City's land holdings, civic elections, Board of Variance and Joint Family Court Committee.

### Human Resources

- Provides specialized advice and assistance to internal and external customers, including City employees and the public.
- Provides support to all City departments in matters relating to recruitment, labour relations, occupational health and safety, human resource programs, training and development, benefit administration, wage and salary administration and many other areas that involve City employees.



# Corporate Services

Corporate Services supports the City's Corporate Strategic Plan by providing financial and technological support for civic services enjoyed by the community today and into the future, and by ensuring the safety of the community through delivery of bylaw enforcement services and as the principal contact with the RCMP.

The department advises on corporate direction in the areas of finance, information systems and bylaw enforcement, provides support to other departments, liaises with intergovernmental organizations, complies with senior government policies and legislation, and interacts with the public.

## Bylaw & Licensing

- Oversees bylaw enforcement, business licensing, animal control, vector control and related services.

## Finance

Manages all financial services for the City including:

- financial planning and reporting (internal and external),
- financial transaction processing of revenues and expenditures,
- management and investment of municipal funds,
- corporate risk management and internal control, and
- billing and collection of property taxes and utility fees.

## Information Services

- Ensures continued operation of the City's computer system.
- Responsible for maintaining the corporate networks, system backups, information security, personal computers, various desktop and service specific software, email and internet access.



## 2011 Highlights

- Received the City's sixth Canadian Award for Financial Reporting and 14th Distinguished Budget Award from the Government Finance Officers Association.
- Received a clean audit report following implementation of a major change in local government accounting regulations.
- Commenced an update of the City's Financial Management, Purchasing and Reserve Policies.
- Generated additional revenue and collection in the areas of dog licence canvassing, summons for payment hearings, two-tier municipal ticketing and unlicensed business application fees.
- Completed a major upgrade to the City's financial systems.
- Updated City computer systems with Microsoft Windows 7, Office 2010 and Exchange 2010.
- Refreshed the City's network technology to support 10 GB connectivity.

# Development Services



## 2011 Highlights

- Processed a high volume of development and building permit applications (\$57 million value), conducted inspections and ensured compliance with approved plans.
- Oversaw major development projects including:
  - a 26-storey 167-unit high rise,
  - the opening of Wal-Mart and Canadian Tire (both large-format buildings with green roofs),
  - the start of construction of a number of financial, commercial retail and restaurant uses in the Fremont Village development,
  - replacement of two schools and completion of a church and the New View Society's facility and residences,
  - a number of large townhouse projects, and
  - a number of apartment buildings near the Downtown area.
- Developed an environmentally-friendly upgrade to the City parking lot on Wilson Avenue.
- Took a leadership role in preparing the new Corporate Strategic Plan.

Development Services is responsible for managing the City's growth and development to maintain a high standard of livability for residents and businesses.

The department provides advice in accordance with the Corporate Strategic Plan to create and implement sustainable, integrated land use and development policies. It also consults with internal and external stakeholders and strategically manages development processes.

## Planning

- Promotes healthy, sustainable community development.
- Provides planning information and advice to Council and the community.
- Processes applications within the context of established policies and regulations, including the *Local Government Act*, Regional Growth Strategy, Official Community Plan and Zoning Bylaw.
- Reviews business, signage, liquor licence, subdivision and watercourse applications.

### *Economic Development Function:*

- Maintains and communicates demographic, land-use and development data.
- Promotes strengthening of commercial, industrial and agricultural land uses.

### *Social Planning Function:*

- Provides information, develops policies and recommends actions related to social issues, including homelessness, daycare and housing needs.
- Represents the City in social planning initiatives.

### *Heritage Planning Function:*

- Maintains and communicates information on the City's heritage.
- Works with the Port Coquitlam Heritage and Cultural Society on heritage-related initiatives.

## Building

- Processes demolition and building permit applications and conducts inspections for construction of buildings and structures, including renovations and alterations.
- Provides information and advice to property owners on building requirements.
- Provides direction in ensuring regulations for public safety, health, energy, water efficiency and accessibility requirements are current.
- Reviews, inspects and enforces business licence applications and land-use regulations.

### *Plumbing Section:*

- Provides plan review and building inspection functions.
- Reviews, inspects and enforces cross-connection, grease and oil interceptor regulations.

# Engineering & Operations

Engineering & Operations provides and maintains a number of essential municipal services and infrastructure, including transportation, roads and drainage, environmental protection, water distribution, sewage collection and solid waste collection. The department also liaises with other levels of government, consultants, contractors, staff, special interest groups and the public.

The department's functions and services are organized as follows:

## Transportation

- Provides strategic transportation planning services to meet the long-range transportation needs of City, including plans for major streets and commuter routes.
- Monitors and updates the City's Master Transportation Plan and the Master Pedestrian & Bicycle Plan.
- Provides administrative support and related duties for Council's Transportation Solutions & Operations and Environmental Enhancement Committees.

## Infrastructure Development Engineering

- Reviews and processes development proposals, subdivision applications and building permit applications for infrastructure purposes.
- Develops and maintains PoCoMAP, a web-based cross-platform GIS system that provides maps and property information and serves as a municipal infrastructure tangible assets management tool.

## Environmental Protection & Solid Waste Services

- Provides strategic environmental planning services.
- Provides solid waste (i.e. garbage, recycling and green waste) collection and develops new programs to meet sustainability goals.
- Administers and supports water and energy conservation initiatives.
- Administers and manages programs and projects that protect and enhance environmentally-sensitive areas.
- Processes applications including soil removal/deposit.

## Roads, Drainage, Water & Sewer

- Analyzes, manages, operates, maintains, repairs and replaces:
  - the City's street system, including road surface, bridges, street lighting, sidewalks, traffic signals, and traffic signage,
  - storm drainage systems, including drainage pump stations, storm mains, catch basins, culverts, streams, and dikes,
  - water distribution and sewage collection systems, and
  - the City's fleet and equipment.
- Provides snow removal, street sweeping, dust control, boulevard and lane maintenance.
- Provides emergency operational services to protect the City's infrastructure.



## 2011 Highlights

- Completed the Broadway Street Reconstruction Project, including sidewalks, bicycle lanes, LED streetlights and other features.
- Earned a first-place award in the Union of BC Municipalities' best practices awards for the Waste-Reduction Strategy.
- Expanded green cart pickup to multi-family properties, and green and blue cart pickup to all schools.
- Completed the Environmental Strategic Plan (EnviroPlan).

## Stats & Facts

- Public requests and inquiries: 3,507
- PoCoMAP visits: 19,781
- After-hours call-outs: 193
- Building permit applications: 316
- Subdivision applications: 15
- Site profile applications: 26
- Water, sewer and storm connections: 50
- Dikes maintained: 17.8 km
- Roads/lanes maintained: 412.6 km
- Water mains maintained: 211.4 km
- Sewer mains maintained: 177.9 km
- Collection of garbage, recycling, food scraps/yard trimmings: 11,069 households
- Multi-family recycling collection: 4,140 units
- Water supplied: 9 million cubic metres
- Bathroom Fixture Program rebates for switching to high-efficiency fixtures: 248
- Capital projects: 54, valued at \$10.1 million

# Fire & Emergency Services



## 2011 Highlights

- Secured a live fire training facility for in-house emergency response training.
- Served as the lead agency in developing an Environmental Spill Response Plan.
- Trained all firefighters in Swift Water Rescue.
- Began development of an Extreme Heat Plan for periods of high temperatures.
- Acquired pulse oximeter equipment and training for improved medical responses.

## Stats & Facts

- Total calls for service: 3,179
- Alarm systems activated: 77
- Carbon monoxide alarms: 16
- Burning complaints: 77
- Explosions: 2
- Total fires: 152
  - Structure fires: 46
  - Vehicle fires: 16
  - Brush/wildland fires: 35
- Hazardous materials calls: 53
- Medical response: 1,882
- Motor vehicle accidents: 266
  - Extrication required: 32
- Public service assist: 160
- Rescues – trench, high angle, confined space: 1
- Smoke/unknown odours reports: 35
- Wires down: 20
- Fire bylaw inspections: 320
- Community participation in emergency preparedness courses: 320 attendees

Fire & Emergency Services protects the lives and property of our citizens from the adverse effects of fires, sudden medical emergencies and exposure to dangerous conditions or disasters created by humans or nature.

The department's emergency response capabilities include fire suppression, medical aid and special operations (hazardous materials, rope rescues, confined space rescues). Firefighters are trained to the highest level of first aid available in the province – First Responder Level III – and are equipped with automatic external defibrillators for heart attack victims.

The department's Administration Division plans, organizes and directs the other divisions, and coordinates all staffing, budget and personnel matters. The other divisions are:

## Facilities & Training and Operations & Training

- Facilities & Training ensures the fire hall facilities are maintained, resources are secured, and WorkSafeBC requirements and operational standards are met.
- Operations & Training is responsible for the department fleet and equipment as well as contracted dispatch services.
- Both respond to emergencies and share in training and managing subordinate officers and firefighters.

## Protective Services & Public Education

- Provides life safety and fire protection services to businesses and residents.
- Enforces the Fire Code and bylaws to ensure upgrading of non-conforming buildings.
- Administers the fire inspection program.
- Conducts fire investigations.
- Delivers public education and awareness programs.

## Emergency Preparedness (EP)

- Recruits and trains EP volunteers.
- Develops and implements EP community courses.
- Administers the City's emergency plan and trains staff to meet the plan's expectations.
- Acquires and maintains EP equipment.





# Parks & Recreation

Parks & Recreation contributes to the quality of life and personal wellness of the community by providing a variety of programs, services and facilities. It also oversees the Terry Fox Library.

## Parks and Facilities Services

- Maintains 271 hectares of active parkland and natural areas, including 47 park sites, 22 playgrounds, 43 sports fields, 17 tennis courts, 10 sports courts, two skate parks, a cemetery, the Traboulay PoCo Trail and other trails and floral displays.
- Implements the City's facilities life-cycle program, the department's asset management program and energy management.
- Supports other departments in operating, maintaining and repairing their facilities.
- Coordinates designated renovations and construction projects, including project management staff and services.

## Recreation

- Operates the City's recreation facilities.
- Provides specialized programming in aquatics, skating, sports and fitness, active living, arts and culture, and general programming for all age groups.
- Coordinates civic events and festivals.
- Coordinates the City's Volunteer Management Program.
- Provides Emergency Social Services support.
- Inspires community development by supporting the planned evolution of all aspects of community well-being.
- Manages leasehold contracts, e.g. food services and sports massage.
- Responsible for facility and parks bookings and cash management.

## Parks Planning & Design

- Responsible for the overall planning and design of all City parks, fields and open spaces.
- Manages large-scale projects.
- Coordinates the department's related capital program, parkland acquisition and environmental considerations related to parks.

## Terry Fox Library

Terry Fox Library is a member of the Fraser Valley Regional Library system, which serves more than 600,000 people through 24 libraries.

- Offers programs and literacy initiatives for children, teens and adults.
- Provides for loan and reference a wide selection of magazines, newspapers, business and health databases, DVDs, music, audio books, e-books, ESL materials and books in various languages.



## 2011 Highlights

- Designed and opened the City's second dog off-leash area near the Downtown.
- Introduced biodegradable garbage and dog waste bags to parks and trails dispensers.
- Obtained grants for energy retrofits at Hyde Creek Recreation Centre and for workplace conservation awareness.
- Updated the Sportfield Strategy.
- Introduced source separation of waste at facilities, events and Downtown area.
- Completed a variety of upgrades to parks, sportfields and trails.

## Stats & Facts

- Trees planted: 142 trees (129 in parks, 13 on street boulevards)
- Recreation activities offered: 1,160
- Courses offered: 10,447
- Hours of programming: 54,864
- Program registrations: 33,119
- Services utilized: 537,266
- Grade 5/Grade 6 passes – distributed: 514, utilized: 4,785 times
- Participation in aquatics programs and services: increased by 12,503
- Library items borrowed: 423,198
- Library visits: 198,644
- Cardholders: 21,158 active, 5,561 inactive
- New library cards issued: 3,261
- Library programs presented: 374
- Library program attendance: 13,471
- Library reference questions: 16,457

# Police Services



The City of Port Coquitlam contracts the Royal Canadian Mounted Police to provide police services. The City shares municipal policing services with the City of Coquitlam, resulting in top-quality policing at a savings for both communities. Coquitlam RCMP also serves the villages of Anmore and Belcarra.

In 2011, the Coquitlam RCMP team was made up of 209 sworn police officers, 97 civilian full-time equivalent staff members, and thousands of volunteers in the community. The team's 24/7 operations were guided by a comprehensive service-delivery model based on three policing approaches: reactive/response-oriented (i.e. response-to-call and follow-up investigations), strategic/proactive (i.e. targeted enforcement, crime analysis and community-based programs), and regional/integrated (i.e. projects and teams created to promote information-sharing, realize economies of scale and address multi-jurisdictional issues).

This model helps the Coquitlam RCMP team become a more effective police service and contribute to making Port Coquitlam a healthy, vibrant and safe community for residents, businesses and visitors.

## Stats & Facts

Crime Types	2011 totals	2010 totals	% change
<b>Person Crimes</b>			
Abduction	7	0	n/c
Assault	725	786	-7.76
Attempted Murder	0	2	n/c
Murder (1st & 2nd degree)	1	1	0
<sup>1</sup> Robbery (w/weapon/to steal firearm)	46	54	-14.81
<sup>1</sup> Robbery (other)	54	60	-10.00
Sexual Assault/Offence	71	88	-19.32
<b>Property Crimes</b>			
Arson	0	0	0
<sup>1</sup> Break & enter (bus.)	424	489	-13.29
Break & enter (other)	125	131	-4.58
<sup>1</sup> Break & enter (res.)	447	512	-12.69
<sup>1</sup> Fraud (credit/debit card)	112	141	-20.57
<sup>1</sup> Fraud (identity)	64	36	+77.78
Mischief	1272	1275	-0.24
Possession of stolen property	28	71	-60.56
<sup>1</sup> Theft (identity)	5	6	-16.67
Theft (other)	1289	1397	-7.73
<sup>1</sup> Theft of vehicle	386	505	-23.56
Theft from vehicle	2062	1754	+17.56

Crime Types	2011 totals	2010 totals	% change
<b>Drugs</b>			
Cocaine (possession)	60	56	+7.14
Grow operation	19	30	-36.67
Heroin (possession)	11	9	+22.22
Methamphetamine (possession)	19	15	+26.67
Cocaine (traffic)	40	31	+29.03
Heroin (traffic)	5	1	+400
Methamphetamine (traffic)	3	2	+50
<b>Traffic</b>			
Collision (fatal)	1	1	0
Collision (injury/non-fatal)	375	396	-5.30
Collision (property damage)	495	711	-30.38
Dangerous Operation	6	5	+20
Impaired Operation	462	343	+34.69
Prohibited Driver	96	82	+17.07
<sup>1</sup> Roadside Prohibitions (alcohol/drug/12 hr)	261	623	-58.11
<sup>1</sup> Immediate Roadside Prohibitions (3/7/30/90 day)	612	161	+280.12
<b>Other</b>			
<sup>1</sup> Breach (bail/probation)	328	298	+10.07

### Stats & Facts notes:

<sup>1</sup> 2010 & 2011 Crime Reduction Strategy signal crimes.

<sup>2</sup> The provincial government's Immediate Roadside Prohibition (IRP) legislation came into effect September 21, 2010 and was enforced until a judicial ruling on November 30, 2011. The ruling found some IRP prohibitions to be in violation of the *Charter of Rights and Freedoms* and police were directed to revert to the use of the impaired driving sanctions in the *Criminal Code*, coupled with the use of the Administrative Driving Prohibition.

- Statistics are for the entire Coquitlam detachment, including Coquitlam, Port Coquitlam, Anmore and Belcarra.
- Criminal Code* offence data presented were compiled from select PRIME BC files and are not comprehensive.
- All data are preliminary and subject to change based on investigational factors and records data quality processes.
- Data were extracted March 3, 2012. In cases of discrepancy with previous/subsequent data, the most current data will take precedence.
- Data were collected using "most serious offence" scoring consistent with Statistics Canada and BC Justice Ministry (Police Services Division) data collection practices.

## Financial Section



# Auditors' Report to the Mayor and Council



**KPMG LLP**  
Chartered Accountants  
Metrotower II  
Suite 2400 - 4720 Kingsway  
Burnaby BC V5H 4N2  
Canada

Telephone: (604) 527-3600  
Fax: (604) 527-3636  
Internet: [www.kpmg.ca](http://www.kpmg.ca)

## INDEPENDENT AUDITORS' REPORT

To the Mayor and Council of the Corporation of the City of Port Coquitlam

We have audited the accompanying consolidated financial statements of the Corporation of the City of Port Coquitlam, which comprise the consolidated statement of financial position as at December 31, 2011 and the consolidated statements of operations, changes in net financial assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

### *Management's Responsibility for the Consolidated Financial Statements*

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform an audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Opinion*

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Corporation of the City of Port Coquitlam as at December 31, 2011, its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

### *Comparative Information*

The consolidated financial statements of the Corporation of the City of Port Coquitlam as at and for the year ended December 31, 2010 were audited by another auditor who expressed an unmodified opinion on those consolidated financial statements on April 11, 2011.

Chartered Accountants

May 7, 2012  
Burnaby, Canada

KPMG LLP is a Canadian limited liability partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. KPMG Canada provides services to KPMG LLP.




# Consolidated Statement of Financial Position


AS AT DECEMBER 31, 2011

		2011	2010
<b>FINANCIAL ASSETS</b>			
Cash and cash equivalents	Note 2	\$ 19,156,847	\$ 7,831,289
Investments	Note 2	69,452,030	66,810,895
Accounts receivable	Note 3	7,794,773	11,909,857
		<u>96,403,650</u>	<u>86,552,041</u>
<b>LIABILITIES</b>			
Accounts payable	Note 4	17,499,884	17,103,541
Deferred revenues	Note 5	9,054,868	7,805,097
Development cost charges	Note 6	13,381,545	14,584,158
Employee benefit plans	Note 7	2,483,733	2,387,733
Long-term debt	Note 8	24,082,814	24,554,248
		<u>66,502,844</u>	<u>66,434,777</u>
<b>NET FINANCIAL ASSETS</b>		29,900,806	20,117,264
<b>NON-FINANCIAL ASSETS</b>			
Tangible capital assets	Note 14	615,872,378	595,866,215
Inventories		383,462	452,874
Prepaid expenses		149,171	136,812
		<u>616,405,011</u>	<u>596,455,901</u>
<b>ACCUMULATED SURPLUS</b>	Note 9	<u>\$ 646,305,817</u>	<u>\$ 616,573,165</u>

Commitments and Contingencies (Note 11)

See accompanying Notes to the Consolidated Financial Statements

  
 Director of Corporate Services

  
 Mayor

# Consolidated Statement of Operations

FOR THE YEAR ENDED DECEMBER 31, 2011

	2011 Budget (Unaudited - Note 1b)	2011 Actual	2010 Actual
<b>REVENUES</b>			
Taxation and other levies	\$ 51,056,200	\$ 51,408,761	\$ 48,895,850
Utility charges	15,973,300	15,986,605	15,461,993
Sale of services	13,362,300	9,316,520	8,107,302
Contributions	9,888,800	26,385,317	23,365,067
Investment income	540,000	1,377,712	859,529
Other revenue	428,500	2,060,253	1,907,237
	<u>\$ 91,249,100</u>	<u>\$ 106,535,168</u>	<u>\$ 98,596,978</u>
<b>EXPENSES</b>			
	Note 15		
Engineering & Operations	\$ 19,969,789	\$ 15,771,176	\$ 15,370,297
Parks & Recreation	16,288,012	15,507,201	12,204,599
Police Services	12,488,870	11,682,596	12,543,808
General Government	9,383,212	8,120,318	11,829,960
Fire & Emergency Services	7,994,147	7,990,827	7,675,567
Development Services	2,087,700	2,030,454	1,805,324
Water Operations	9,450,164	8,804,087	7,689,958
Sanitary Sewer Operations	7,103,406	6,895,857	5,470,356
	<u>\$ 84,765,300</u>	<u>\$ 76,802,516</u>	<u>\$ 74,589,869</u>
<b>ANNUAL SURPLUS</b>	6,483,800	29,732,652	24,007,109
<b>ACCUMULATED SURPLUS, beginning of year</b>	<u>616,573,165</u>	<u>616,573,165</u>	<u>592,566,056</u>
<b>ACCUMULATED SURPLUS, end of year</b>	<u>\$ 623,056,965</u>	<u>\$ 646,305,817</u>	<u>\$ 616,573,165</u>

See accompanying Notes to the Consolidated Financial Statements

W. Smith Director of Corporate Services

SA Mayor

# Consolidated Statement of Cash Flows

FOR THE YEAR ENDED DECEMBER 31, 2011

CASH PROVIDED (USED) BY:	2011	2010
<b>OPERATING TRANSACTIONS</b>		
Annual surplus	\$ 29,732,652	\$ 24,007,109
Increase (decrease) in non-cash operating items	4,599,638	3,256,283
Items not involving cash:		
Non-cash developer contributions	(19,494,583)	(12,251,779)
Amortization	10,771,403	10,259,054
Loss on disposals	537,018	1,877,785
Write-downs	187,548	-
Non-cash pension expense	112,000	347,862
<b>Cash contributed by operations</b>	<u>26,445,676</u>	<u>27,496,314</u>
<b>FINANCING TRANSACTIONS</b>		
Long-term debt repayment	(471,434)	(445,752)
<b>Cash used in financing</b>	<u>(471,434)</u>	<u>(445,752)</u>
<b>CAPITAL TRANSACTIONS</b>		
Cash used to acquire tangible capital assets	(12,594,018)	(28,252,917)
Cash received from disposals of tangible capital assets	586,469	165,019
<b>Cash used in capital</b>	<u>(12,007,549)</u>	<u>(28,087,898)</u>
<b>INVESTING TRANSACTIONS</b>		
Net purchase of investments	(2,641,135)	7,945,184
<b>Cash contributed (used) in investing</b>	<u>(2,641,135)</u>	<u>7,945,184</u>
<b>INCREASE IN CASH AND CASH EQUIVALENTS</b>	11,325,558	6,907,848
<b>CASH AND CASH EQUIVALENTS, beginning of year</b>	7,831,289	923,441
<b>CASH AND CASH EQUIVALENTS, end of year</b>	<u>\$ 19,156,847</u>	<u>\$ 7,831,289</u>

See accompanying Notes to the Consolidated Financial Statements

W. Smith Director of Corporate Services

SA Mayor

# Consolidated Statement of Change in Net Financial Assets

FOR THE YEAR ENDED DECEMBER 31, 2011

	2011 Budget <i>(Unaudited - Note 1b)</i>	2011 Actual	2010 Actual
<b>ANNUAL SURPLUS</b>	\$ 6,483,800	\$ 29,732,652	\$ 24,007,109
Acquisition of tangible capital assets	(20,421,300)	(12,594,018)	(16,951,372)
Contribution of tangible capital assets	(1,000,000)	(19,494,583)	(12,251,779)
Amortization of tangible capital assets	12,000,000	10,771,403	10,259,054
Write-downs and net disposals	-	1,311,035	2,042,804
Use (acquisition) of inventories	-	69,412	(44,557)
Use (acquisition) of prepaid expenses	-	(12,359)	(1,562)
<b>INCREASE (DECREASE) IN NET FINANCIAL ASSETS</b>	(2,937,500)	9,783,542	7,059,697
<b>OPENING NET FINANCIAL ASSETS</b>	20,117,264	20,117,264	13,057,567
<b>CLOSING NET FINANCIAL ASSETS</b>	\$ 17,179,764	\$ 29,900,806	\$ 20,117,264

See accompanying Notes to the Consolidated Financial Statements

W. Smith Director of Corporate Services

SA Mayor



# Notes to the Consolidated Financial Statements

YEAR ENDED DECEMBER 31, 2011

## 1. Significant Accounting Policies

The Corporation of the City of Port Coquitlam (the "City") is incorporated under the *Local Government Act of British Columbia*. The City's principal activities include the provision of local government services to residents of the incorporated area. These include administrative, protective, transportation, environmental, recreational, water and sanitary sewer services.

### a. Basis of Presentation

The consolidated financial statements of the City are prepared in accordance with Canadian generally accepted accounting principals as prescribed by the Public Sector Accounting Board ("PSAB") of the Canadian Institute of Chartered Accountants.

The consolidated financial statements comprise the City's General, Water, Sewer and Reserve funds and the Port Coquitlam Community Foundation. All inter-fund and inter-entity balances have been eliminated.

Under the Community Charter, City Council may, by bylaw, establish reserve funds for specified purposes:

- (i) Internally restricted reserves are in accordance with City policy and with bylaws adopted by Council pursuant to the Community Charter. The policy and bylaws define the funding source for each reserve and their usage.
- (ii) Statutorily restricted reserves are reserves restricted by the provincial government in accordance with the Community Charter. The legislation defines the funding source for each reserve and their usage.
- (iii) Development Cost Charges are reserves restricted by the *Local Government Act*. The legislation and bylaws define the funding source for each reserve and their usage.

Trust funds are those that are administered for certain beneficiaries. In accordance with PSAB recommendations, trust funds are not included in the City's consolidated financial statements. Trust funds administered by the City are presented in note 12.

### b. Unaudited Budget Information

The unaudited budget information reported in the consolidated statement of operations and the consolidated statement of change in net financial assets reflects the 2011 Financial Plan Bylaw adopted by City Council on March 28, 2011.

### c. Cash and Cash Equivalents

Cash and cash equivalents consist of cash, highly liquid money market investments and investments with maturities of less than 90 days at inception.

### d. Investments

Investments are recorded at cost. Investment premiums and discounts are amortized over the term of the respective investment. An investment is written down when there is a loss in the value of the investment that is other than a temporary decline.

### e. Deferred Revenue

Taxes and utilities and recreation programs that are paid before service is rendered are deferred until services are performed. The City also defers a portion of the revenue collected from permits, licences and other fees and recognizes this revenue in the year in which related inspections are performed or other related services are provided.

Receipts and/or transfers restricted by the legislation of senior governments or by agreement with external parties are deferred and reported as deposits and are refundable under certain circumstances. When qualifying expenditures are incurred, deposits are recognized as revenue at amounts equal to the qualifying expenditures.

Unrestricted transfers are recognized as revenue when received.

### f. Development Cost Charges

Development cost charges, collected to pay for capital projects due to be developed, are deferred upon receipt and are recognized as revenue when the capital costs for which they were collected are incurred.

# Notes to the Consolidated Financial Statements

## 1. Significant Accounting Policies (cont.)

### g. Employee Future Benefits

The City and its employees make contributions to the Municipal Pension Plan. Contributions are expensed as incurred.

Post-employment benefits also accrue to City employees. Liabilities related to these benefits are actuarially determined based on service and best estimates of retirement ages and expected future salary and wage increases. Liabilities under these benefits plans are accrued based on projected benefits as the employees render services necessary to earn the future benefits.

### h. Long-Term Debt

Long-term debt is recorded in the consolidated financial statements net of sinking fund balances.

### i. Non-financial Assets

Non-financial Assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

#### *Tangible Capital Assets*

Tangible capital assets are recorded at cost which includes amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, is amortized on a straight line basis over the asset's useful life as follows:

MAJOR ASSET CATEGORY	USEFUL LIFE	MAJOR ASSET CATEGORY	USEFUL LIFE
Land	Not amortized	Drainage Infrastructure	25 to 100 years
Parks Infrastructure	3 to 100 years	Land Improvements	45 to 100 years
Vehicles, Machinery & Equipment	5 to 25 years	Water Infrastructure	25 to 80 years
Transportation Infrastructure	10 to 100 years	Sanitary Infrastructure	25 to 100 years
Buildings	20 to 70 years		

Amortization begins the month the asset is in use and ends when the asset is disposed of or decommissioned. Assets under construction are not amortized until the asset is available for productive use.

Tangible capital assets received as contributions are recorded at fair value at the date of receipt and the value recorded as revenue.

Interest is capitalized whenever external debt is issued to finance the construction of tangible capital assets.

Any leases for tangible capital assets which transfer substantially all of the benefits and risks incidental to ownership of property are accounted for as leased tangible capital assets. All other leases are accounted for as operating leases and payments charged to expenses as incurred.

Natural resources, works of art and historic assets are not recorded as assets in these financial statements.

#### *Inventories*

Inventories held for consumption or resale are recorded at the lower of cost and replacement cost.

### j. Revenue and Expense Recognition

These statements have been prepared on an accrual basis. Revenue is recorded on the accrual basis and recognized when earned. Expenses are recognized when goods or services have been received. Interest expense is accrued on long-term debt to year-end.

# Notes to the Consolidated Financial Statements

## k. Use of Estimates

Preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported revenue and expenditures during the reporting period. Significant areas requiring the use of management estimates relate to the determination of employee benefit plans, allowance for doubtful accounts receivable, provision for contingencies and useful lives of tangible capital assets. Actual results may differ from management's estimates as additional information becomes available. Adjustments, if any, will be reflected in the financial statements in the period that the change in estimate is made, as well as in the period of settlement if the amount is different.

## l. Segment Disclosure

A segment is defined as a distinguishable activity or group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the standard. Financial information is presented in segmented format in Note 15.

## 2. Cash, Cash Equivalents and Investments

Cash and cash equivalents includes investments with maturity dates of 90 days or less at acquisition. Investments include term deposits in credit unions and deposits in the Municipal Finance Authority. Investments are guaranteed by either the Province of BC or Alberta. Investments have rates of return ranging from 0.53% to 6.49% with varying maturity dates over 90 days from December 31, 2011 up to December 2014.

CASH, CASH EQUIVALENTS AND INVESTMENTS	2011	2010
Cash	\$ 3,051,691	\$ 7,831,289
Cash equivalents	16,105,156	-
Investments	69,452,030	66,810,895
	<u>\$ 88,608,877</u>	<u>\$ 74,642,184</u>

## 3. Accounts Receivable

	2011	2010
Property tax and utility receivable	\$ 3,012,910	\$ 2,639,147
Accounts receivable	2,001,082	3,488,874
Development cost charges receivable	1,242,708	3,317,152
HST receivable	574,313	808,105
Other	754,220	1,406,175
Due from other governments:		
Province of BC	49,673	39,395
City of Coquitlam	115,173	131,837
City of Port Moody	-	22,130
School District #43	44,694	57,042
	<u>\$ 7,794,773</u>	<u>\$ 11,909,857</u>

# Notes to the Consolidated Financial Statements

## 4. Accounts Payable

	2011	2010
Accounts payable and accrued liabilities	\$ 13,670,332	\$ 12,891,994
Wages and benefits payable	2,824,934	2,452,733
Statutory holdbacks	756,581	1,314,973
Due to other governments		
Province of BC	73,101	90,496
Metro Vancouver	174,936	349,871
Translink	-	3,474
	<u>\$ 17,499,884</u>	<u>\$ 17,103,541</u>

## 5. Deferred Revenues

Amounts reported relate to amounts deposited in advance of services performed.

	2011	2010
Property tax and utilities	\$ 7,353,376	\$ 5,808,176
Programs and services	1,701,492	1,996,921
	<u>\$ 9,054,868</u>	<u>\$ 7,805,097</u>

## 6. Development Cost Charges

	2011	2010
Development cost charges, opening	\$ 14,584,158	\$ 22,154,866
Additions and interest	146,777	4,681,072
Uses	(1,349,390)	(12,251,780)
Development cost charges, closing	<u>\$ 13,381,545</u>	<u>\$ 14,584,158</u>





# Notes to the Consolidated Financial Statements

## 7. Employee Benefit Plans

The City provides certain post-employment benefits, compensated absences, and termination benefits to its employees. Upon leaving the City, certain exempt employees, and Union employees are paid a severance.

Severance benefit obligations represent the City's cost of this benefit as determined by an actuarial valuation as of December 31, 2011.

	2011	2010
Accrued benefit obligation, beginning of the year	\$ 2,624,000	\$ 2,276,138
Service cost	160,000	146,000
Interest cost	127,000	131,000
Benefit payments	(226,000)	(232,971)
Amortization of net actuarial losses	51,000	303,833
Accrued benefit obligation, end of the year	2,736,000	2,624,000
Unamortized actuarial loss	(252,267)	(236,267)
Accrued benefit liability	<u>\$ 2,483,733</u>	<u>\$ 2,387,733</u>

An actuarial valuation of the accrued benefit liability was performed to determine the City's accrued benefit obligation as at December 31, 2011. Actuarial assumptions used to determine the City's accrued benefit obligation are as follows:

	2011	2010
Discount rates	4.00%	4.75%
Expected future inflation rates	2.25%	2.25%
Expected compensation increases	3.25%	4.00%

## 8. Long-term Debt

The City incurs debt through the Municipal Finance Authority in accordance with the Community Charter to finance certain capital expenditures. The long-term debt balance is as follows:

		2011		2010
	Gross Debt	Sinking Fund Asset	Net Debt	Net Debt
Coast Meridian Overpass, Bylaw 3611, 4.13%, due 2039	\$ 25,000,000	\$ 917,186	\$ 24,082,814	\$ 24,554,248

Future sinking fund and principal payments on net outstanding debt over the next five years and thereafter are paid from the General Fund and are as follows:

2012	\$ 445,752
2013	445,752
2014	445,752
2015	445,752
2016	445,752
Thereafter	<u>21,854,054</u>
	\$ 24,082,814

# Notes to the Consolidated Financial Statements

## 9. Accumulated Surplus

	2011	2010
<b>EQUITY IN FINANCIAL ASSETS</b>		
Restricted Reserves:	\$ 31,866,547	\$ 25,545,315
General	1,852,612	2,225,358
Water	3,261,567	3,192,896
Sewer	36,980,726	30,963,569
Unrestricted Reserves:		
General	(10,325,040)	(13,066,790)
Water	2,368,528	1,578,778
Sewer	876,592	641,707
	(7,079,920)	(10,846,305)
<b>EQUITY IN NON-FINANCIAL ASSETS</b>		
Tangible Capital Assets	615,872,378	595,866,215
Inventory and Prepaids	532,633	589,686
	616,405,011	596,455,901
	<u>\$ 646,305,817</u>	<u>\$ 616,573,165</u>

## 10. Pension Plan

The municipality and its employees contribute to the Municipal Pension Plan (the Plan), a jointly trustee pension plan. The board of trustees, representing plan members and employers, is responsible for overseeing the management of the Plan, including investment of the assets and administration of benefits. The Plan is a defined benefit multi-employer contributory pension plan. The Plan has about 173,000 active members and approximately 63,000 retired members. Active members include approximately 35,000 contributors from local governments.

The latest valuation as at December 31, 2009 indicated an unfunded liability of \$1,024 million for basic pension benefits. The next valuation will be as at December 31, 2012 with results available in 2013. Defined contribution plan accounting is applied to the Plan as the Plan exposes the participating entities to actuarial risks associated with the current and former employees of other entities, with the result that there is no consistent and reliable basis for allocating the obligation, Plan assets and cost to individual entities participating in the Plan.

The Corporation of the City of Port Coquitlam paid \$226,000 (2010 - \$232,971) for employer contributions to the Plan in fiscal 2011.

# Notes to the Consolidated Financial Statements

## 11. Commitments and Contingencies

- a. The City has a contract with the federal government whereby the federal government provides Royal Canadian Mounted Police (RCMP) policing services. RCMP members and the federal government are currently in legal proceedings regarding pay raises for 2009 and 2010 that were retracted for RCMP members. As the final outcome of the legal action and the potential financial impact to the City is not determinable, the City has not recorded any provision for this matter in the financial statements as at December 31, 2011.
- b. The loan agreements with the Greater Vancouver Regional District and the Municipal Finance Authority provide that, if at any time the scheduled payments provided for in the agreements are not sufficient to meet the Authority's obligations in respect of such borrowing, the resulting deficiency becomes a joint and several liability of the City and the other participants.
- c. A number of legal claims have been initiated against the City in varying or unspecified amounts. The outcome of these claims cannot reasonably be determined at this time. The amount of loss, if any, arising from these claims will be recorded in the period in which the loss is realized. Liability insurance is carried by the City, subject to a deductible of \$250,000. The City self-insures claims under \$250,000.
- d. The City is a shareholder and member of E-Comm Emergency Communications for Southwest British Columbia Incorporated (E-Comm), whose services provided include: regional 9-1-1 call centre for the Greater Vancouver Regional District; Wide Area Radio network; dispatch operations; and records management. The City has 1 Class A share and 2 Class B shares. Class A shareholders are obligated to share in both funding the ongoing operations and any additional costs relating to capital assets (in accordance with a cost sharing formula) while Class B shareholders are not obligated to share in funding of ongoing operating costs. In accordance with the members' agreement, upon withdrawal from E-Comm, class A shareholders shall be obligated to pay to the withdrawal date as requested by E-Comm their share of the class A shareholders' obligation to any long-term capital obligations, including any lease obligations. This includes any lease obligations or repayments thereof committed to by E-Comm up to the withdrawal date.
- e. The City provides a share of both the ongoing operations and any additional costs relating to capital assets (in accordance with a negotiated agreement) for the RCMP building located at 2986 Guildford Way, Coquitlam.

## 12. Trust Funds

These funds account for assets which must be administered as directed by agreement or statute for certain beneficiaries. Amounts administered by the City as trust funds are as follows:

	2011	2010
<b>CEMETERY PERPETUAL CARE FUND</b>		
Cash balance, beginning of year	\$ 1,093,149	\$ 1,046,854
Net contributions received (refunded)	32,088	31,266
Interest earned	20,812	15,029
Cash balance, end of year	<u>\$ 1,146,049</u>	<u>\$ 1,093,149</u>

## 13. Comparative Figures

Certain comparative figures have been reclassified to conform with the financial statement presentation adopted for the current year.

## Notes to the Consolidated

### 14. Tangible Capital Assets

- Assets Under Construction: Assets under construction having a value of \$1,654,205 (2010 - \$15,247,901) have not been amortized. Amortization of these assets will commence when the assets are put into service.
- Contributed Tangible Capital Assets: Contributed capital assets have been recognized at fair market value at the date of contribution. The value of contributed assets received during the year is \$19,494,583 (2010 - \$12,251,779).

#### AS AT DECEMBER 31, 2011

	Land	Parks Infrastructure	Vehicles, Machinery, Equipment	Transportation Infrastructure
<b>COST</b>				
Opening Balance	\$ 204,289,469	\$ 19,143,923	\$ 18,105,910	\$ 236,572,624
Add: Additions	9,547,812	76,709	967,003	7,269,356
Add/(Deduct): Transfers from AUC	-	1,034,362	269,960	5,126,343
Less: Disposals	253	365,500	466,919	1,446,456
Less: Write-downs (adjustments)	-	(8)	14	(784)
Closing Balance	<u>213,837,028</u>	<u>19,889,502</u>	<u>18,875,940</u>	<u>247,522,651</u>
<b>ACCUMULATED AMORTIZATION</b>				
Opening balance	-	11,182,081	9,851,393	36,386,250
Add: Amortization	-	676,827	1,515,346	3,893,984
Less: Accumulated Amortization on Disposals	-	365,500	466,919	615,946
Closing balance	<u>-</u>	<u>11,493,408</u>	<u>10,899,820</u>	<u>39,664,288</u>
<b>Net book value as at December 31, 2011</b>	<u>\$ 213,837,028</u>	<u>\$ 8,396,094</u>	<u>\$ 7,976,120</u>	<u>\$ 207,858,363</u>

#### AS AT DECEMBER 31, 2010

	Land	Parks Infrastructure	Vehicles, Machinery, Equipment	Transportation Infrastructure
<b>COST</b>				
Opening Balance	\$ 201,086,464	\$ 18,699,227	\$ 17,361,010	\$ 126,926,259
Add: Additions	3,203,050	482,069	1,740,345	111,950,969
Add/(Deduct): Transfers from AUC	(45)	(37,373)	(995,445)	(2,304,604)
Less: Disposals	-	-	-	-
Closing Balance	<u>204,289,469</u>	<u>19,143,923</u>	<u>18,105,910</u>	<u>236,572,624</u>
<b>ACCUMULATED AMORTIZATION</b>				
Opening balance	-	10,493,858	9,229,623	33,752,415
Add: Amortization	-	722,332	1,538,713	3,531,746
Less: Accumulated Amortization on Disposals	-	(34,109)	(916,943)	(897,911)
Closing balance	<u>-</u>	<u>11,182,081</u>	<u>9,851,393</u>	<u>36,386,250</u>
<b>Net book value as at December 31, 2010</b>	<u>\$ 204,289,469</u>	<u>\$ 7,961,842</u>	<u>\$ 8,254,517</u>	<u>\$ 200,186,374</u>



# Financial Statements

- c. Works of art and historical treasures: The City manages and controls some works of art and non-operational historical assets located at City sites and public display areas. These assets are not recorded as tangible capital assets and are not amortized.
- d. Write-down (adjustments) of tangible capital assets: The write-down of tangible capital assets during the year was \$187,548 (2010 - \$nil)

Buildings	Drainage	Land Improvements	Water	Sanitary Sewer	Assets Under Construction (AUC)	2011 Total
\$ 33,177,727	\$ 73,126,745	\$ 16,846,405	\$ 63,740,491	\$ 53,576,974	\$ 15,247,901	\$ 733,828,169
-	3,150,466	-	1,868,257	1,361,892	7,847,106	32,088,601
3,184,051	5,297,332	3,410,838	2,401,077	503,629	(21,227,592)	-
698,817	22,055	-	204,871	35,553	-	3,240,424
-	(32,477)	-	6,709	884	213,210	187,548
<u>35,662,961</u>	<u>81,584,965</u>	<u>20,257,243</u>	<u>67,798,245</u>	<u>55,406,058</u>	<u>1,654,205</u>	<u>762,488,798</u>
13,313,613	23,128,636	4,349,191	23,618,272	16,132,518	-	\$ 137,961,954
978,406	1,135,711	261,216	1,509,843	800,070	-	10,771,403
529,602	10,043	-	110,790	18,137	-	2,116,937
<u>13,762,417</u>	<u>24,254,304</u>	<u>4,610,407</u>	<u>25,017,325</u>	<u>16,914,451</u>	<u>-</u>	<u>146,616,420</u>
<u>\$ 21,900,544</u>	<u>\$ 57,330,661</u>	<u>\$ 15,646,836</u>	<u>\$ 42,780,920</u>	<u>\$ 38,491,607</u>	<u>\$ 1,654,205</u>	<u>\$ 615,872,378</u>

Buildings	Drainage	Land Improvements	Water	Sanitary Sewer	Assets Under Construction (AUC)	2010 Total
\$ 33,177,727	\$ 69,992,376	\$ 16,384,329	\$ 60,137,930	\$ 52,533,066	\$ 112,468,068	\$ 708,766,456
-	3,213,338	462,076	3,890,944	1,304,125	14,522,778	140,769,694
-	(78,969)	-	(288,383)	(260,217)	(111,566,542)	(115,531,578)
-	-	-	-	-	176,403	176,403
<u>33,177,727</u>	<u>73,126,745</u>	<u>16,846,405</u>	<u>63,740,491</u>	<u>53,576,974</u>	<u>15,247,901</u>	<u>\$ 733,828,169</u>
12,380,984	22,105,737	4,096,689	22,293,465	15,448,763	-	129,801,534
932,629	1,069,851	252,502	1,425,478	785,804	-	10,259,055
-	(46,952)	-	(100,671)	(102,049)	-	(2,098,635)
<u>13,313,613</u>	<u>23,128,636</u>	<u>4,349,191</u>	<u>23,618,272</u>	<u>16,132,518</u>	<u>-</u>	<u>137,961,954</u>
<u>\$ 19,864,114</u>	<u>\$ 49,998,109</u>	<u>\$ 12,497,214</u>	<u>\$ 40,122,219</u>	<u>\$ 37,444,456</u>	<u>\$ 15,247,901</u>	<u>\$ 595,866,215</u>

# Notes to the Consolidated

## 15. Operations by Segment

The City of Port Coquitlam provides a wide range of municipal services to its residents, businesses, industries, farms and other properties within its boundaries. Engineering structures and services, parks and recreation facilities, police, general government, fire and emergency, planning and development, water and sanitary sewer are the operating segments of the City. The City's operations and activities are organized and reported by segments broadly based on departmental business units.

The departments disclosed in the segmented information, along with the services they provide, are as follows:

**Engineering & Operations:** Provides and maintains a number of essential municipal services and infrastructure, including transportation, roads and drainage, environmental protection, solid waste collection, management of the City's fleet and related engineering services.

**Parks & Recreation:** Supports a sense of community and community well-being. Parks, trails, athletic fields, aquatics, skating, sports, fitness, active living, arts, culture, and the library along with general programming for people of all ages are services provided for community spirit and health.

**Police Services:** A shared service with the City of Coquitlam that protects the community from criminal activity and ensures public safety. Reactive, response-oriented policing is combined with strategic, proactive policing to deliver an effective, affordable policing model to the community.

	Engineering & Operations	Parks & Recreation	Police Services	General Government
<b>REVENUE</b>				
Taxation and other levies	\$ -	\$ -	\$ --	\$ 51,261,042
Utility Rates	-	-	-	-
Sale of Services	3,362,251	3,517,429	23,290	1,204,594
Contributions	16,824,307	4,480,321	832,063	49,673
Investment Income	-	-	-	1,272,893
Other Revenue	131,703	-	60,923	1,848,923
	<u>\$ 20,318,261</u>	<u>\$ 7,997,750</u>	<u>\$ 916,276</u>	<u>\$ 55,637,125</u>
<b>EXPENSES</b>				
Salaries and Benefits	\$4,987,240	\$8,873,476	\$79,793	\$5,123,825
Contracted and Other Services	2,444,203	2,325,250	11,346,681	1,118,510
Supplies and Materials	1,382,873	2,790,673	101,485	286,014
Amortization	6,158,999	1,348,595	154,637	550,954
Interest and Bank Charges	-	-	-	1,041,015
Loss on Disposals and Writedowns	797,861	169,207	-	-
	<u>\$ 15,771,176</u>	<u>\$ 15,507,201</u>	<u>\$ 11,682,596</u>	<u>\$ 8,120,318</u>
<b>Annual Surplus</b>	<u>\$ 4,547,085</u>	<u>\$ (7,509,451)</u>	<u>\$ (10,766,320)</u>	<u>\$ 47,516,807</u>

# Financial Statements

**General Government:** Supports the primary services provided by the City. These support services include legislative, finance, information systems, bylaw services, human resources and communications. The segment is responsible for adopting bylaws and policy; levying and collecting taxes and utilities; acquiring, disposing and managing City assets; maintaining information technology systems and applications; ensuring effective financial management and communication; administering collective agreements and payroll; emergency planning and corporate training; and performance reporting.

**Fire & Emergency Services:** The mandate of the Fire & Emergency Services department is to protect life, property and the environment through the provision of emergency response, inspections, code enforcement and public education.

**Development Services:** Development Services is responsible for preparing land use plans, bylaws and policies for sustainable development of the City and for reviewing and approving new development and building permits and inspections.

**Water Operations:** The water utility is an essential service delivered by the City to its residents and businesses for the supply of high quality, potable water at flows and pressures suitable for fire protection.

**Sanitary Sewer Operations:** The sanitary sewer utility is an essential service provided by the City to its residents and businesses for the collection and disposal of liquid wastes.

Fire & Emergency Services	Development Services	Water Operations	Sanitary Sewer Operations	2011	2010
\$ -	\$ 147,719	\$ -	\$ -	\$ 51,408,761	\$ 48,895,850
-	-	9,085,909	6,900,696	15,986,605	15,461,993
-	1,208,956	-	-	9,316,520	8,107,302
-	-	2,722,826	1,476,127	26,385,317	23,365,067
-	-	47,296	57,523	1,377,712	859,529
-	-	18,704	-	2,060,253	1,907,237
<u>\$ -</u>	<u>\$ 1,356,675</u>	<u>\$ 11,874,735</u>	<u>\$ 8,434,346</u>	<u>\$ 106,535,168</u>	<u>\$ 98,596,978</u>
\$ 7,143,418	\$ 1,747,777	\$556,174	\$249,224	\$28,760,927	\$27,369,024
375,800	273,732	1,406,643	5,755,704	25,046,523	26,194,785
223,303	8,945	5,230,638	72,559	10,096,490	7,691,330
248,306	-	1,509,843	800,070	10,771,404	10,259,054
-	-	-	-	1,041,015	1,041,454
-	-	100,789	18,300	1,086,157	2,034,222
<u>\$ 7,990,827</u>	<u>\$ 2,030,454</u>	<u>\$ 8,804,087</u>	<u>\$ 6,895,857</u>	<u>\$ 76,802,516</u>	<u>\$ 74,589,869</u>
<u>\$ (7,990,827)</u>	<u>\$ (673,779)</u>	<u>\$ 3,070,648</u>	<u>\$ 1,538,489</u>	<u>\$ 29,732,652</u>	<u>\$ 24,007,109</u>



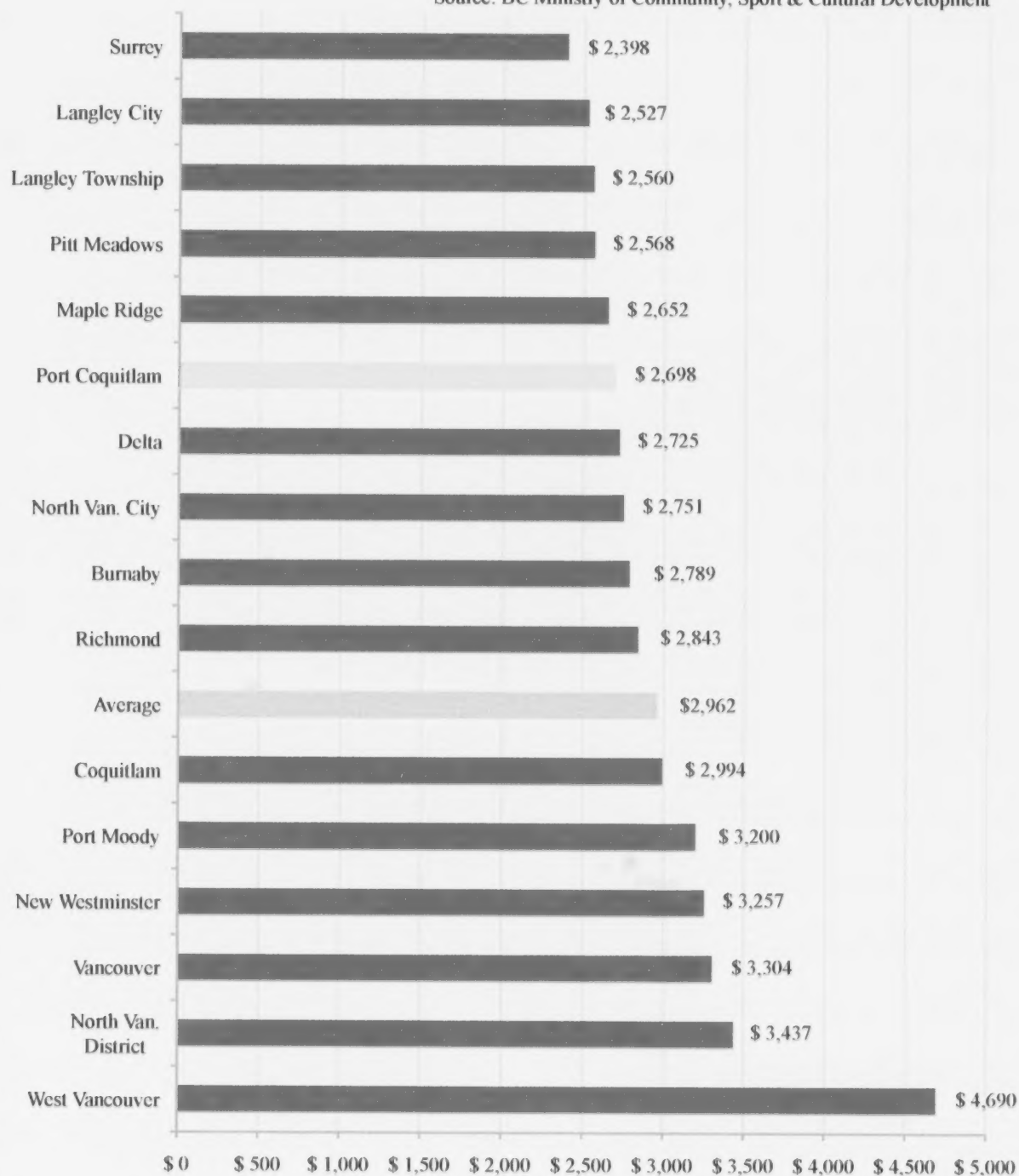


## Statistical Section (*unaudited*)

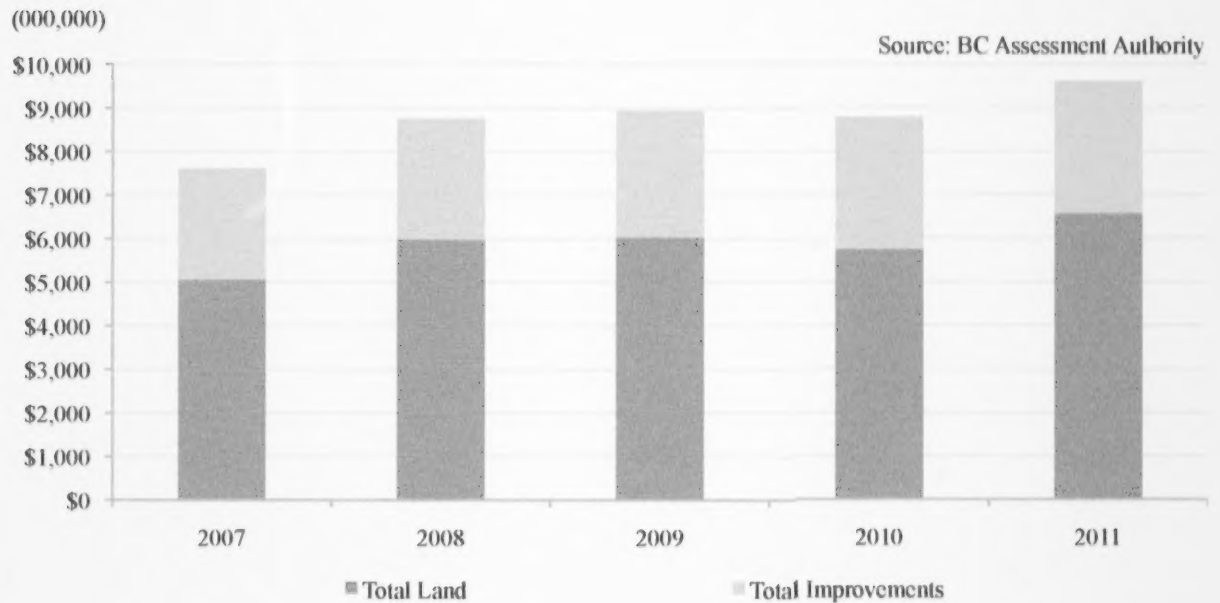


# Average Home Municipal Property Taxation and Utility Levies - 2011

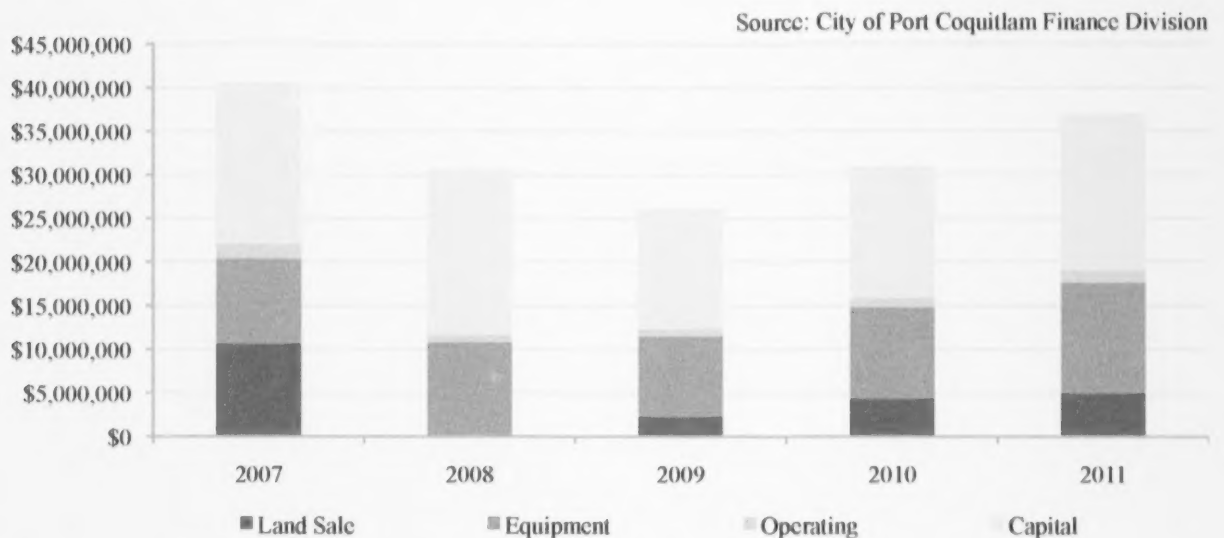
Source: BC Ministry of Community, Sport & Cultural Development



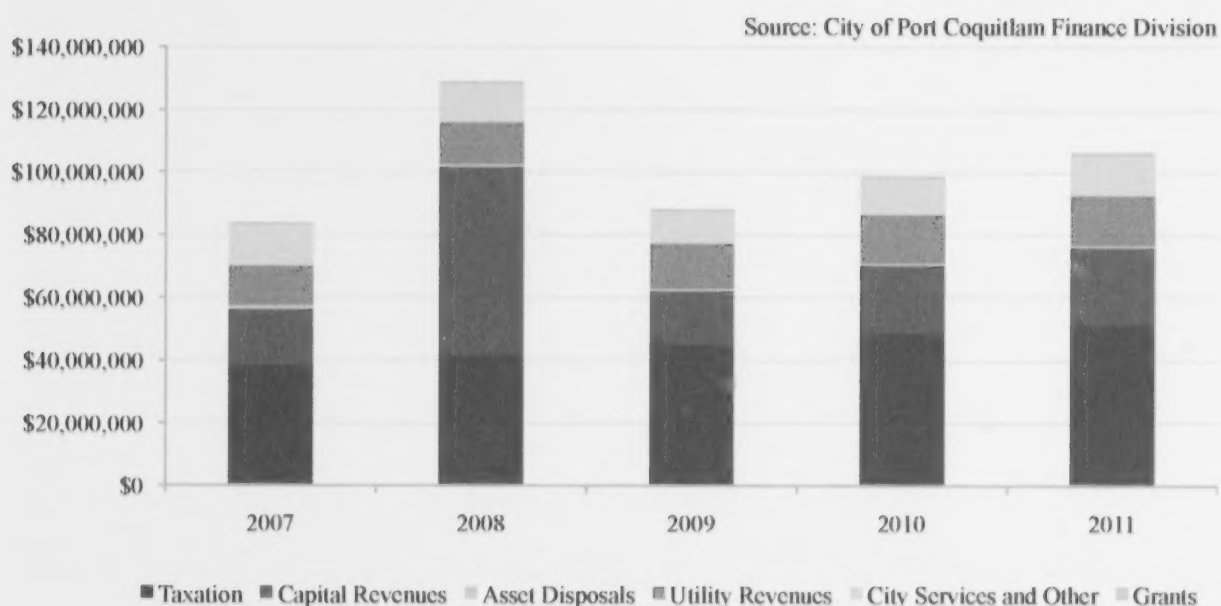
## Assessed Values for General Municipal Purposes



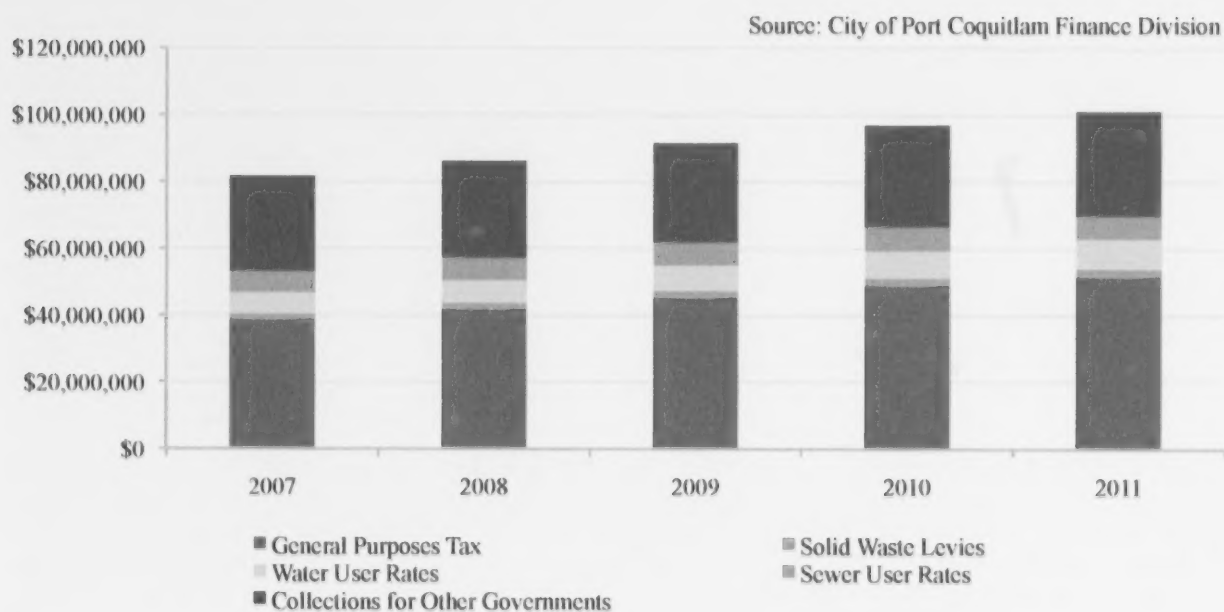
## Summary of Major Statutory Reserve Funds



## Revenues by Source



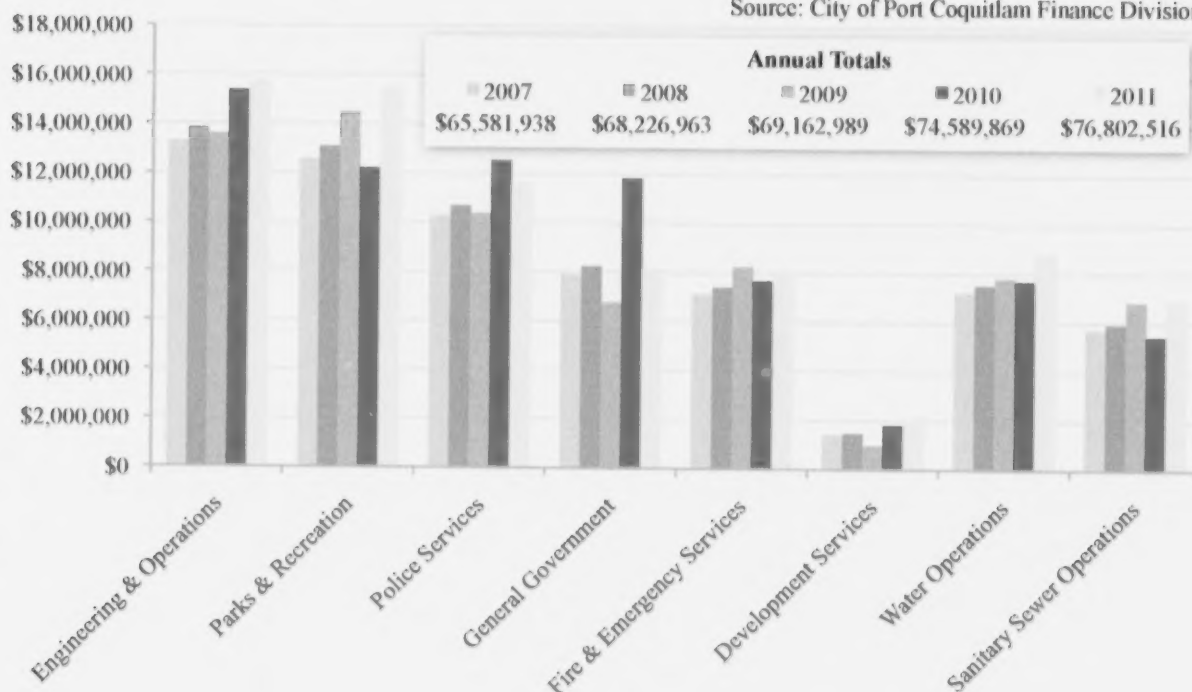
## Taxes, Major Levies and Other Government Collections





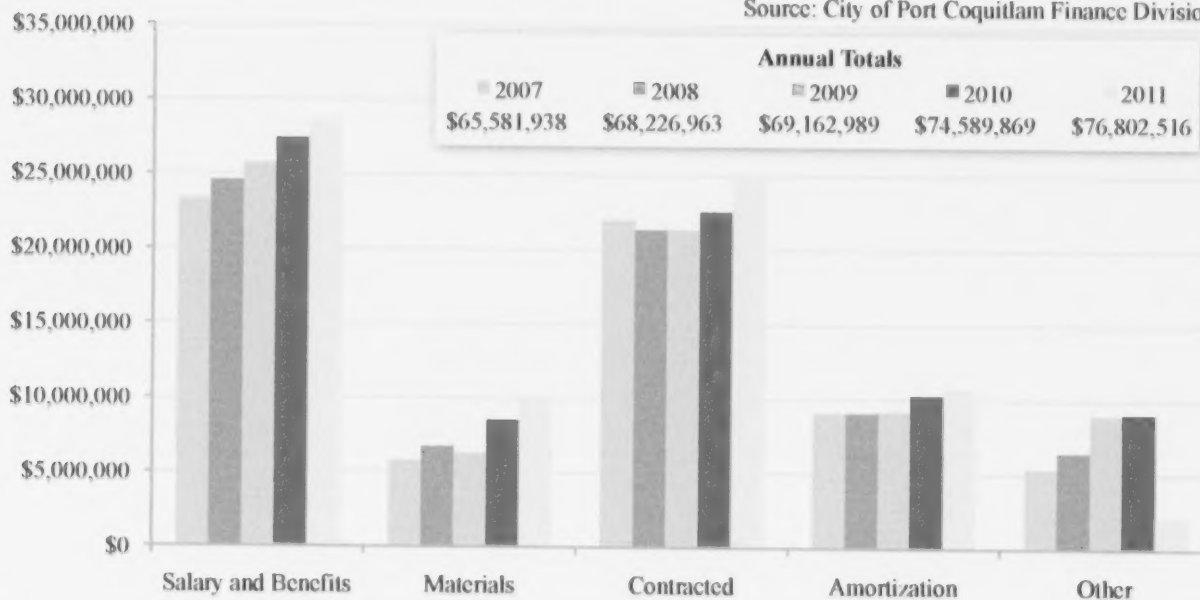
## Expense by Function

Source: City of Port Coquitlam Finance Division



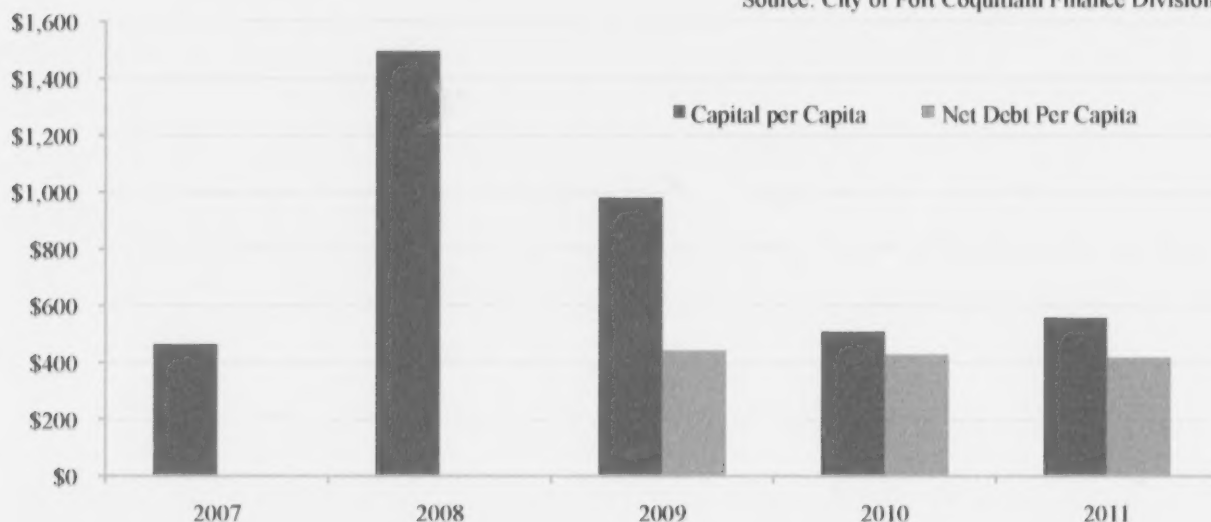
## Expense by Object

Source: City of Port Coquitlam Finance Division



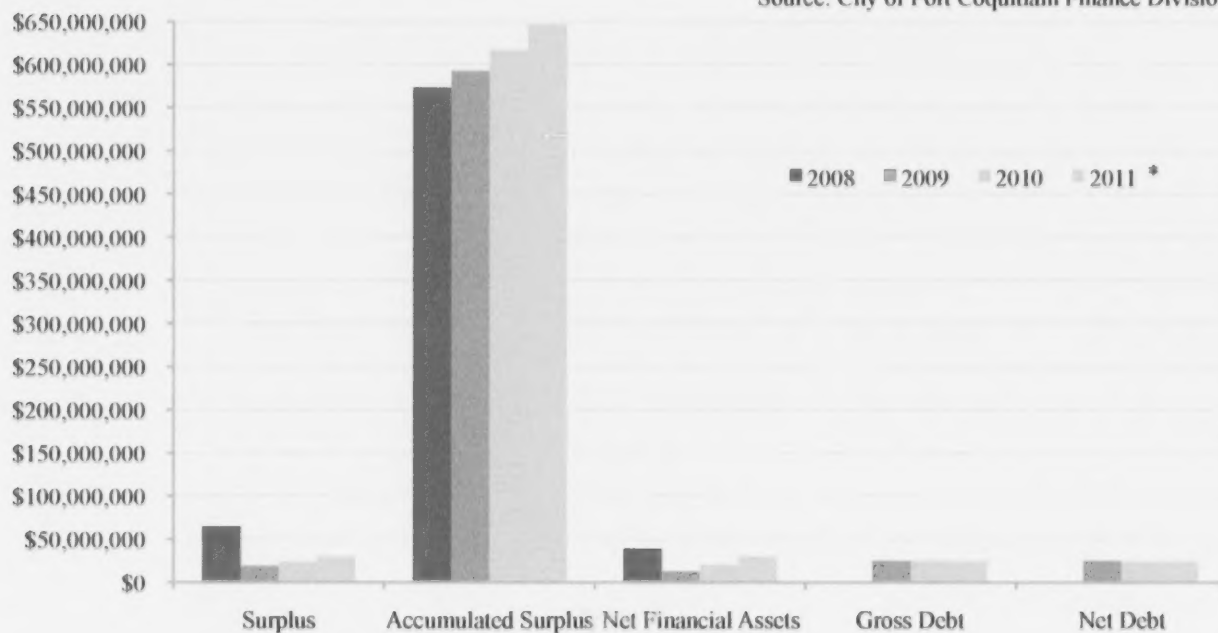
## Capital Expenditures and Net Debt Per Capita

Source: City of Port Coquitlam Finance Division



## Surplus, Accumulated Surplus, Net Financial Assets and Debt

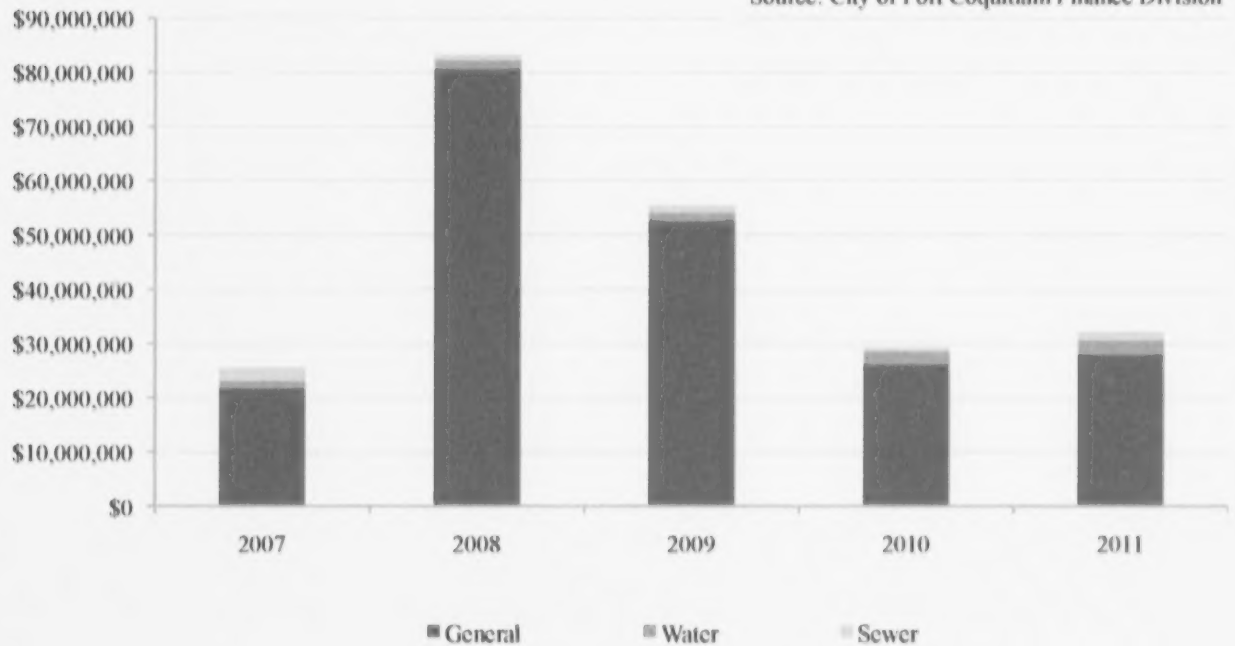
Source: City of Port Coquitlam Finance Division



\* Comparative information is only available under the new PSAB reporting requirements for the years beginning 2008.

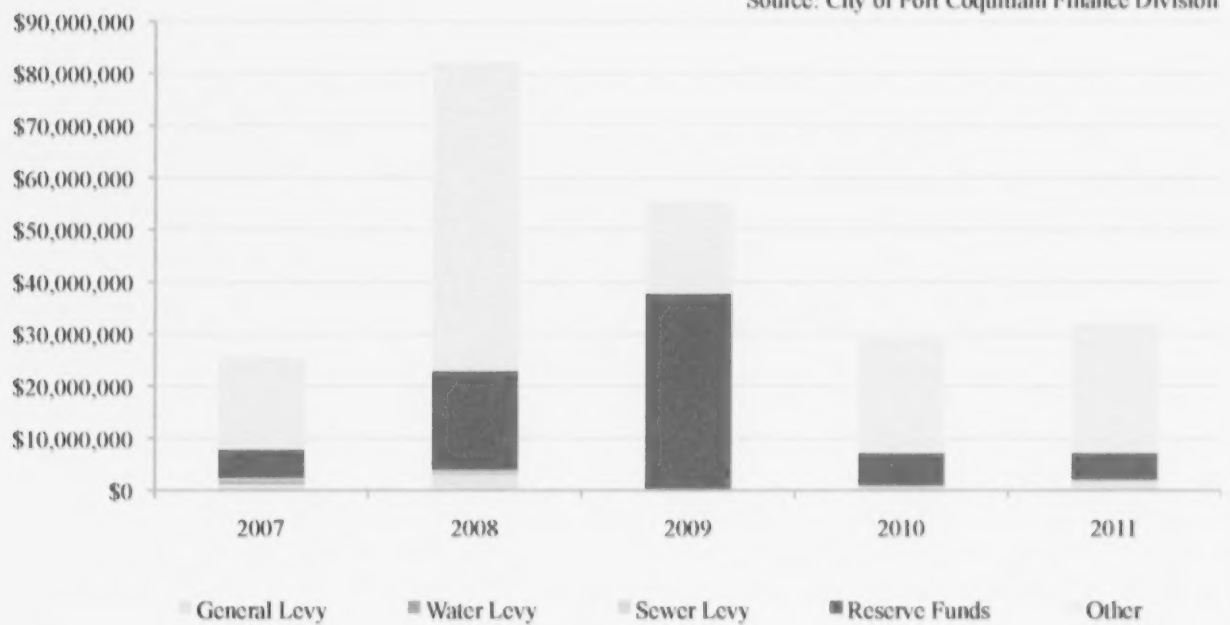
## Capital Expenditures by Fund

Source: City of Port Coquitlam Finance Division



## Capital Expenditures by Source

Source: City of Port Coquitlam Finance Division



## Property Tax Levied and Collected

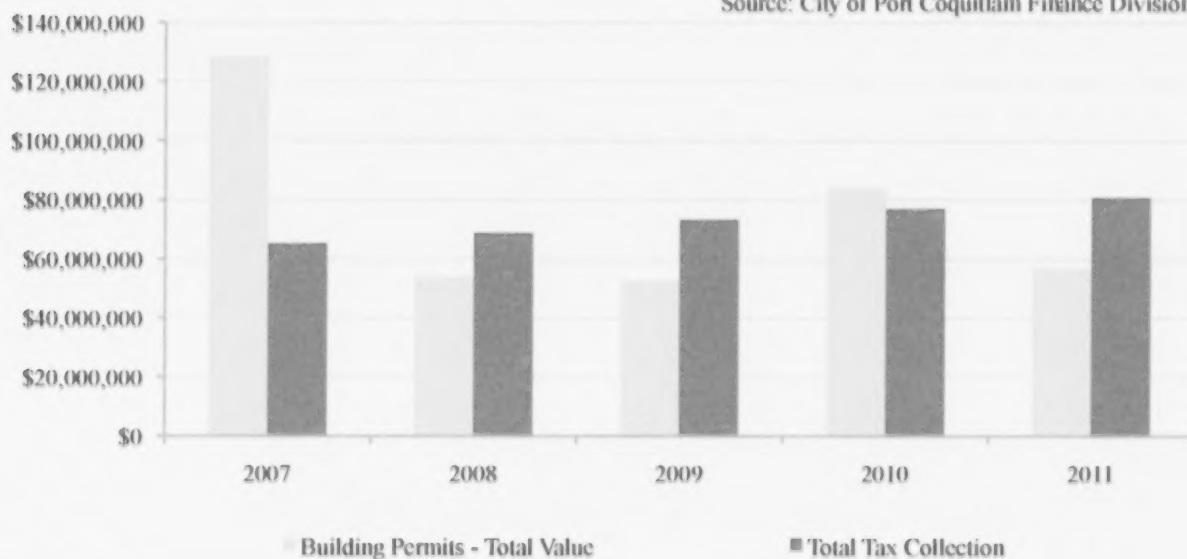
Thousands

Source: City of Port Coquitlam Finance Division

	2007	2008	2009	2010	2011
City of Port Coquitlam - tax	\$ 36,962	\$ 40,068	\$ 43,613	\$ 46,926	\$ 49,594
Regional District	673	689	709	744	791
BC Assessment	688	721	765	786	814
Finance Authority	2	2	2	2	2
School District	21,857	22,773	22,940	23,346	23,853
BC Transit Authority	5,210	4,879	5,232	5,384	5,598
<b>TOTAL CURRENT TAXES LEVIED</b>	<b>65,392</b>	<b>69,132</b>	<b>73,261</b>	<b>77,188</b>	<b>80,652</b>
Current tax collected (\$)	64,166	67,617	71,776	75,306	79,035
Current tax collected (%)	98.13%	97.81%	97.97%	97.56%	98.00%
Tax arrears beginning of year	1,573	1,562	1,987	2,503	2,515
Tax arrears collected (\$)	1,021	1,085	1,449	1,765	1,696
Tax arrears collected (%)	64.91%	69.46%	72.92%	70.52%	67.43%
<b>TOTAL TAX COLLECTIONS (\$)</b>	<b>\$ 65,187</b>	<b>\$ 68,702</b>	<b>\$ 73,225</b>	<b>\$ 77,071</b>	<b>\$ 80,731</b>

## Building Permits and Total Tax Collection

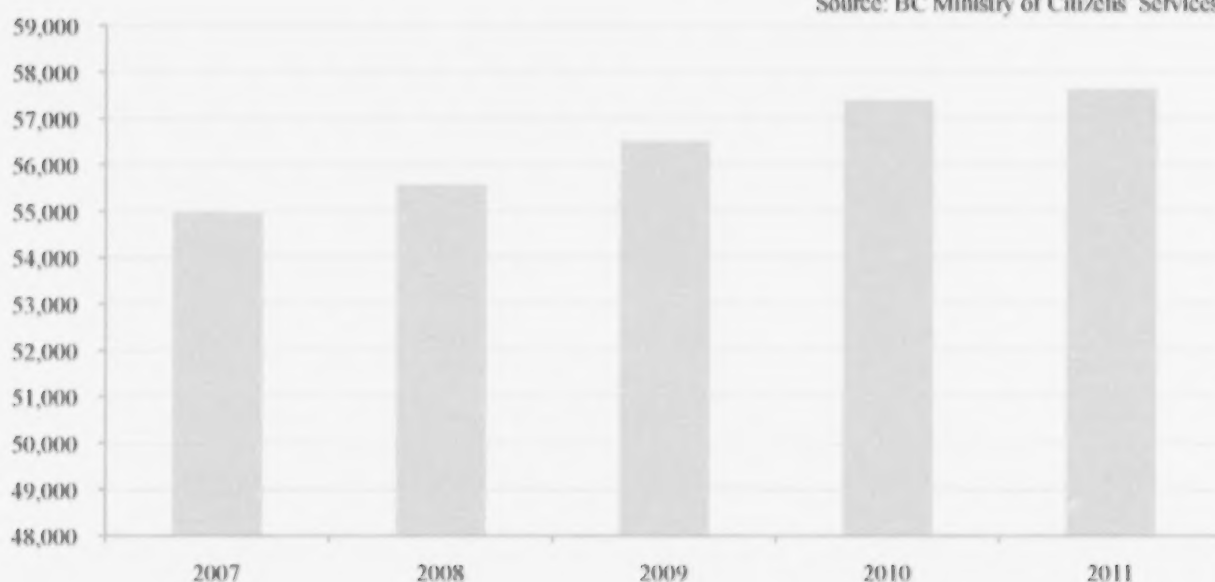
Source: City of Port Coquitlam Finance Division





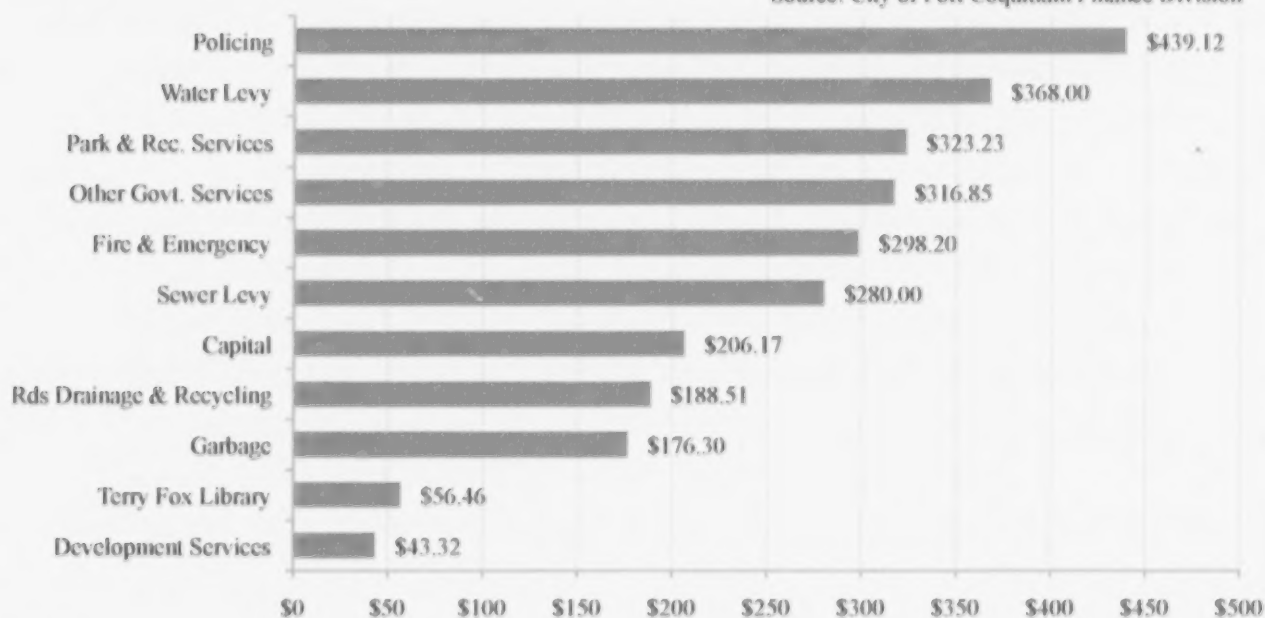
## Population Estimates

Source: BC Ministry of Citizens' Services

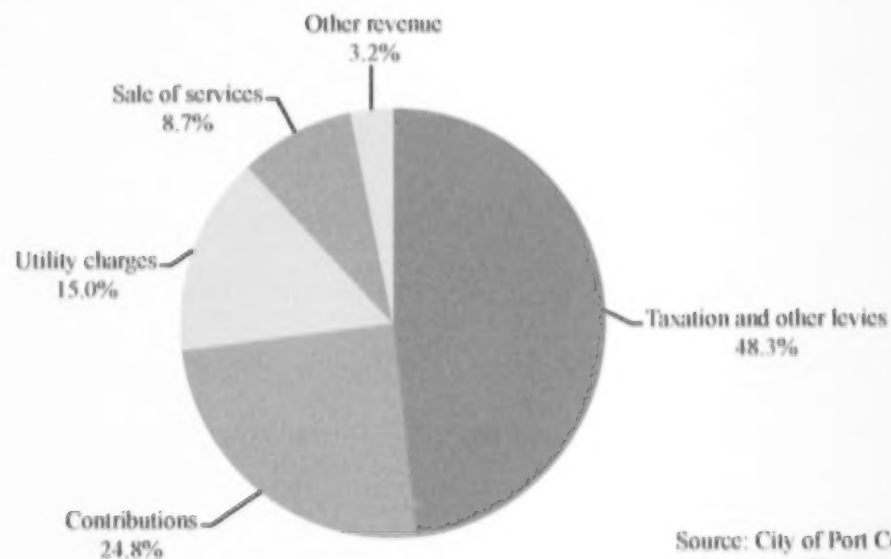


## Estimated Household Costs of City Services for an Average Single Family Residence

Source: City of Port Coquitlam Finance Division

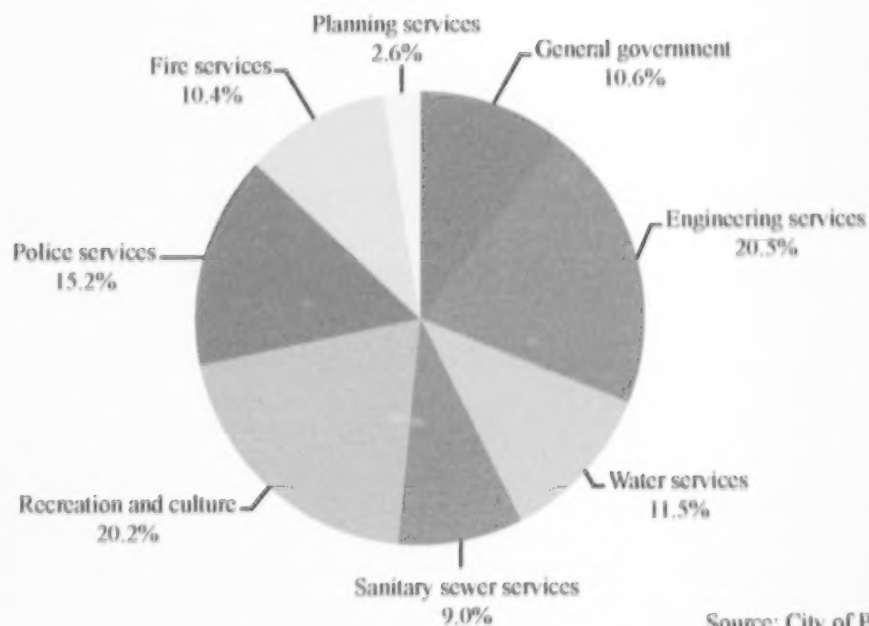


## 2011 Revenue



Source: City of Port Coquitlam  
Finance Division

## 2011 Expenses



Source: City of Port Coquitlam  
Finance Division

## 2011 Principle Corporate Taxpayers

REGISTERED OWNER	PRIMARY PROPERTY	TAXES LEVIED
Canadian Pacific Railway	Railyard	\$1,076,033
Kebet Holdings Ltd.	Miscellaneous	\$721,159
629654 BC Ltd.	Warehouse Distributor	\$481,234
Artis Poco Place Ltd.	Shopping Centre	\$458,705
Mondi Properties	Miscellaneous	\$436,524
1510060 Ontario Inc.	Shopping Centre	\$413,061
De Gobbi Industries Ltd.	Miscellaneous	\$378,046
Sysco Canada Inc.	Food Distributor	\$363,064
RPMG Holdings Ltd.	Miscellaneous	\$353,500
Costco Wholesale Canada Ltd.	Retail Sales	\$343,556
Viam Holdings Ltd.	Miscellaneous	\$313,995
Esco Limited	Manufacturing	\$312,362
Westlo Financial Corp.	Shopping Centre	\$300,300
Onni Development Corp.	Miscellaneous	\$297,390
Home Depot Holdings Inc.	Retail Sales	\$254,117
Consolidated Fastfrate (BC) Holdings Inc.	Shipping Company	\$252,392
Runnel Holdings Inc.	Shopping Centre	\$243,585
566203 BC Ltd.	Miscellaneous	\$242,850
Sears Canada Inc.	Distributor	\$240,688
Yen Hoy Enterprises Ltd.	Shopping Centre	\$239,806
Vansea Holding Ltd.	Miscellaneous	\$228,223
Jim Pattison Developments	Retail Sales	\$227,244
677129 British Columbia Ltd.	Miscellaneous	\$221,444
Sunrise Investments Inc.	Shopping Centre	\$205,238
Daro Developments	Miscellaneous	\$173,863
		<u>\$8,778,379</u>

## 2011 Permissive Property Tax Exemptions

NAME	TAX RELIEF
Port Coquitlam Heritage and Cultural Society	\$ 1,533
Port Coquitlam Kinsmen Club	5,553
Hyde Creek Watershed Society	5,638
Tri-City Women's Resource Centre	7,472
Victory Baptist Church	8,647
Southside Baptist Church	9,165
Port Coquitlam Seniors' Housing Society	10,259
Port Coquitlam Pentecostal Assembly	11,564
Coquitlam Chinese Evangelical Free Church	11,819
Foursquare Gospel Church of Canada - Loughheed Highway campus	17,993
North American Baptist Church	19,654
Vancouver Bible Presbyterian	22,071
Tri-City Islamic Centre	23,773
Hope Lutheran Church	25,054
Fellowship Deaconry Association of British Columbia	27,299
Northside Foresquare Church - Kingsway campus	27,555
Our Lady of Assumption Roman Catholic Church and Elementary	68,116
Hawthorne Care Centre	84,567
Archbishop Carney Roman Catholic High School	163,539
	<u>\$ 551,271</u>

THE CORPORATION OF  
THE CITY OF  
**PORT**  
COQUITLAM

2580 Shaughnessy Street  
Port Coquitlam, British Columbia  
Canada V3C 2A8

[www.portcoquitlam.ca](http://www.portcoquitlam.ca)

Tel: 604.927.5411  
Fax: 604.927.5360  
[info@portcoquitlam.ca](mailto:info@portcoquitlam.ca)

